

CITY OF BOWLING GREEN, KENTUCKY

POSITION DESCRIPTION

TITLE: COMMUNICATIONS DISPATCHER

DATE: JUNE 2007

Purpose of Position

The purpose of this position is to perform radio communication dispatch and administrative duties for the Police Department. Duties and responsibilities include communicating effectively with officers, several police agencies and the city and county fire departments and maintaining their status to ensure safety; answering multiple telephone lines and dispatching as required; providing the general public with information and assistance; maintaining a variety of records and files through computer database entries; and executing administrative assignments.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Monitors multiple radio frequencies often while answering/handling phone calls or other radio frequencies and responding to in-person requests for police services or records, monitors LINK/NCIC teletypes and CAD screen.
- Communicates effectively and coherently over law enforcement and fire radio channels initiating and responding to calls; issues case numbers; notifies others, such as ambulances, wreckers, cabs and utilities, when services are requested/required.
- Answers multiple telephone lines; handles 911 calls within the Bowling Green Police Department jurisdiction or transfers calls to appropriate agency; handles other calls appropriately; operates telecommunications device for the deaf and updates call lists; directs callers to appropriate agency.
- Takes and relays messages to officers or other divisions such as drug enforcement unit or operations unit; contacts various other departments to resolve problems such as street lights being out, downed street signs, and power outages; tracks information such as street closings, controlled burns, alarm testing, and similar problems.
- Maintains officers' and fire unit status of activities at all times to ensure safety of the officers and firefighters including working accidents, fires, hazardous incidents and breaks; performs pager/radio knock out tests for the city and county fire departments.
- Enters data into NCIC/LINK and/or in-house computer for WCSD, BGPD, CAO and District and Circuit Court Clerks' Office; modifies, locates, maintains and saves files in database; responds to NCIC/LINK teletypes and hit confirmations.
- Performs computer background checks on applicants and criminals; checks records for stolen pawn shop tickets; handles inquiries on driver's licenses, vehicle tags, stolen articles and property, guns, wanted and missing persons, warrants and summons; provides various information from computer database as requested by police officers; handles and must keep confidential sensitive information.

- Processes emergency protection and domestic violence orders by receiving, checking, logging, entering into the computer, filing and maintaining all records; processes and rechecks service requests; prepares warrant and EPO lists.
- Provides the general public with directions and referrals, answers citizen complaints and concerns and other information requested regarding the community or situation.
- Prepares briefing sheets for next shift; sends, acknowledges and logs teletypes; runs and disseminates weekly county fire reports and other reports as requested.
- Maintains wrecker service log for accidents, arrest impounds and illegally parked or abandoned vehicle calls and vehicle fires; logs arrest information.
- Performs general administrative duties as replenishing various forms; making copies; maintaining copy machine and printers; forwarding information to various departments; signing out keys; and filing reports, teletypes and other records.
- Attends training courses and professional organizations as offered by the Department or as required by law to maintain LINK/NCIC certification, remain informed of departmental operations, and promote improved job performance.
- Cooperates with federal, state, and local law enforcement agencies and its officers or representatives when their activities or investigations are related to on-going investigations being conducted by the Bowling Green Police Department; works to achieve the highest level of cooperation and efficiency possible; displays professional demeanor.
- Monitors surveillance video cameras, monitors access to building after hours through remote entry.
- Maintains computer aided dispatch database, obtains and updates locations, dialer file, businesses, emergency contact information, and caution notes; reports CAD information errors to supervisor for correction.
- Runs county fire reports from CAD; activates COWS/CAVS warning system in case of severe weather or other emergency; monitors radio alert buttons for BGPD, WSCO, BGFDD and Drug Task Force.

Additional Job Functions

- Performs other related duties as required.

Minimum Training and Experience Required to Perform Essential Job Functions

High School diploma (or GED) required (Vocational/technical diploma preferred), with one to two years of administrative and computer experience in a similar law enforcement environment (or related). Must be state certified in NCIC/LINK and telecommunications within one year of hire and must maintain certification of same.

Physical and Mental Abilities Required to Perform Essential Job Functions**Language Ability and Interpersonal Communication**

- Ability to analyze and categorize data and information in order to determine the relationship of the data with reference to criteria/standards. Ability to compare, count, differentiate, measure and/or sort data and information. Ability to assemble, copy, record and transcribe data. Ability to classify, compute and tabulate data.
- Ability to advise and interpret on how to apply policies, procedures and standards to specific situations. Ability to explain, demonstrate and clarify to others within well-established policies, procedures and standards.
- Ability to utilize descriptive data and information, such as regulations, blueprints, maps, correspondence and general operating manuals.
- Ability to communicate orally in a clear and concise manner; work as part of a team; use tact, patience, and understanding; act politely, pleasantly and with respect for others.
- Ability to work accurately and efficiently without close/constant supervision; manage time wisely.

Mathematical Ability

- Ability to add, subtract, measure, multiply and divide.

Judgment and Situational Reasoning Ability

- Ability to apply situational reasoning ability by exercising judgment, decisiveness and creativity in situations involving the evaluation of information against measurable criteria under stressful conditions.
- Ability to function under extreme stress, ability to adapt to increase or decrease in workload.
- Ability to use functional reasoning development in performing activities within rational systems involving diversified work requiring exercise of judgment.
- Ability to stay focused through numerous interruptions.

Physical Requirements

- Ability to operate equipment and machinery requiring complex and rapid adjustments. Ability to handle, load and unload, and move and guide material using simple tools.
- Ability to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use; ability to type and enter data correctly.
- Ability to exert light physical effort in sedentary to light work, involving lifting, carrying, pushing and pulling. Ability to handle, finger and feel.
- Ability to recognize and identify similarities or differences between characteristics of colors, forms, sounds, textures etc. associated with objects, materials and ingredients.
- Ability to sit for long periods of time.

Environmental Adaptability

- Ability, in regard to environmental factors such as temperature variations, odors, noise, vibrations, wetness and/or dust, to work under very safe and comfortable conditions.

AMERICANS WITH DISABILITIES ACT COMPLIANCE

The City of Bowling Green is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.