Stoughton Wisconsin

POLICE DEPARTMENT
Dispatcher

REPORTS TO: Office Manager **FLSA: N**

SUMMARY OF POSITION

The purpose of the position in this classification is to ensure prompt and accurate dispatching of the proper Police, Fire, and/or medical emergency units to locations requiring emergency or non-emergency service by obtaining, processing, and coordinating the service requests through the operation of two-way radio and telephone system. Responds to non-emergency and informational inquiries as required. Completes clerical tasks as required.

DUTIES AND RESPONSIBILITIES

Core Duties and Responsibilities - The following duties are the primary duties of this position but do not compose an exclusive or all-encompassing list of duties. Other duties may be assigned or required to accomplish the main goals of this position.

- Receives complaints/reports of incidents and accidents in – person, by telephone, and via computer through CAD (Computer Aided Dispatch). Obtains the necessary information to safely and accurately dispatch police and additional assistance as needed. Prioritizes service requests based on the nature of the request and staff available.
- Operates two-way radios to dispatch calls to patrol units. Receives and communicates information, keeping track of officers' locations and duties being performed by each unit.
- Operate the Wisconsin Department of Justice Computer System. This includes running queries on persons, vehicles, or property and providing the information to units upon request. Makes entries into CIB (Crime Information Bureau) and NCIC (National Crime Information Center) files on persons, vehicles, and property.
- Maintains an accurate computerized log through the department's CAD system. Enters data as provided by units.
- Updates incidents in the records management system, connecting pertinent personnel, vehicles and property as needed. Updates contacts.
- Monitors other radio frequencies including local utilities, streets, public works, and the school system as well as other law enforcement agencies.
- Answers Utilities after-hour calls for emergencies, such as power outages and water main breaks, and contacts on-call workers for those departments as needed.

- Handles walk-in customers for various payments such as fines, parking tickets, and bail. Provides receipts and updates the records as needed.
- Issues vehicle license plates and renews registrations on vehicles using a third-party vendor, such as Dealer Track, and issuing the necessary receipts and paperwork.
- Issues bicycle licenses and parking permits.
- Performs a variety of clerical tasks including but not limited to the following. Transcribes officer's reports, correspondence, memos, and parking ticket notifications, as well as files and retrieves reports as needed. Photocopies reports and other documents.
- Prepares reports to be submitted for charges, including the intake, running and printing of the necessary information to accompany the report to the District Attorney's office. Print and attach the necessary paperwork to citations for municipal court.
- Monitors the fax machine for incoming requests and processes them as they arrive. This includes requests for background checks from other agencies, requests for accident reports, as well as requests for copies of reports to other law enforcement agencies.
- Monitors cameras located at various locations throughout the building.
- Ensures compliance with the Federal Communications Commission regulations for proper operation and use of radio transmitters.
- Logs equipment failures and ensures that the proper person(s) are contacted for timely repairs.
- Operates copy machine, scanners, and printers.
- Assists with the training of new dispatchers as well as other departmental personnel.
- Dispatchers will be assigned to each of three daily shifts; shift assignments may vary and days off will rotate.

QUALIFICATIONS

The ability to perform the Core Duties and Additional Duties listed above and:

Education/Training/Certifications

- High school diploma and a minimum of two years of responsible clerical experience working with the public.
- Word processing experience required.
- Previous related experience preferred.
- Must be able to type 35 WPM measured by a net score on a standard typing test.
- No felony convictions.
- Ability to multitask.
- Ability to pass a background check, psychological evaluation, and drug test.

Physical and Mental Abilities Required to Perform Essential Job Functions

Language Skills

- Ability to compare, count, differentiate, measure, and/or sort data, as well as assemble, copy, record, and transcribe data and information. Ability to classify, compute and tabulate data.
- Ability to advise and provide interpretation to others on how to apply policies, procedures, and standards to specific situations.
- Ability to utilize a variety of advisory data and information such as traffic citations, warrant information, driver license and motor vehicle registration information, incident and accident reports, schedules, lists IBR (Incident Based Reporting) reports, logs, training forms, communications equipment manuals, computer software operating manuals and updates, TIME manual, State Statues, municipal and county ordinances, maps, directories, procedures, guidelines, and non-routine correspondence.
- Ability to communicate effectively with police officers, attorneys, school officials, probation and parole personnel, utility personnel, street department personnel, insurance company representatives, and the general public.
- Ability to add, subtract, multiply, divide, and calculate percentages, fractions, and decimals.
- Ability to use functional reasoning and apply rational judgment in performing diversified work activities.
- Ability to exercise the judgment, decisiveness, and creativity required in situations involving the evaluation of information against sensory and/or judgmental criteria.

Mathematical Skills

- Ability to add, subtract, multiply, and divide.
- Ability to calculate percentages and fractions; ability to create and interpret basic statistical reports.

Judgment and Situational Reasoning Ability

- Ability to interpret written and oral instructions.
- Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in situational requirements.

Physical Abilities

- Ability to operate equipment and machinery requiring simple but continuous adjustments, such as computer keyboard, two-way radio, telephone, and other office equipment.
- Ability to coordinate eyes, hands, feet, and limbs in performing skilled movements, such as rapid keyboard use.
- Ability to exert moderate physical effort in sedentary to light work, typically involving some combination of stooping, kneeling, crouching, crawling, lifting, carrying, pushing, and pulling.
- Ability to recognize and identify degrees of similarities or differences between characteristics of forms and sounds.

Environmental Adaptability

- Ability to work under moderately safe and comfortable conditions where exposure to environmental factors, such as potential violence and disease poses a minor risk of minor injury.

EQUAL OPPORTUNITY EMPLOYER

The City of Stoughton is an Equal Opportunity Employer. In compliance with applicable state and federal law, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.

ACKNOWLEDGEMENT:

All requirements of the described position are subject to change over time. The employee may be required to perform other duties as requested by the City.

I acknowledge that this job description is neither an employment contract nor a legal document. I have received, read, and understand the expectations for the successful performance of this job.

Printed Name: _____

Signature: _____ Date: _____