



JOB DESCRIPTION

Position: Dispatcher-Administrative Division
Department: Police Department
Date: 4-2-19

Classification: _____
Location: _____

GENERAL PURPOSE

To assist police officers and fire fighters in providing prompt and efficient services to the public. To provide some services and information directly to the public. To coordinate emergency services provided by the City of Tiffin.

SUPERVISION RECEIVED:

SUPERVISION EXERCISED

ESSENTIAL DUTIES AND RESPONSIBILITIES

Assign calls for service to appropriate police officers by police radio, phone, computer, or in person. Dispatch ambulances, fire trucks, and police officers by police cars. Answer and conduct business on telephones. Receive complaints by phone, radio, in person, or by other means. Record primary information regarding complaints by longhand, or typing. Enter and retrieve various information using police computers. Use public safety radio to coordinate efforts of various public safety forces. Female dispatchers search female prisoners under the authority of a police officer. Make change, accept bond and fine money, and give receipts. Issue bicycle licenses. Conduct surveillance of holding facility, municipal court, and other areas of the municipal building by CCTV. Conduct tests of city wide emergency warning system. Files paperwork, updates and maintains certain files kept in the communication center. Assists the public as possible.

PERIPHERAL DUTIES

None.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

Must have graduated from high school or have a GED equivalent.

Must have a valid driver's license.

Necessary Knowledge, Skills and Abilities:

- Must be able to read, write, and speak the English language; must be able to print and write legibly; must be able to type; must be able to use basic mathematics.
- Must pass a medical physical exam as prescribed by the Director of Human Resources.
- Must be able to think and react quickly; ability to handle stressful situations; must be able to “multi-task”.
- Must be able to deal tactfully with members of the public, and with co-workers.
- Must have a clear and articulate voice that can be heard and understood over public safety radio and telephone.

SPECIAL REQUIREMENTS

Must be a United States Citizen and at least 18 years old. Must have a telephone.

TOOLS AND EQUIPMENT USED

Equipment used includes but is not limited to the following; computers, including various software programs currently used by the department; typewriter; calculator; two way public safety radio equipment; telephones; intercom systems; warning system; misc. small office equipment; and other such equipment as may be required to perform the functions of a Tiffin Police and Emergency Services Dispatcher.

PHYSICAL DEMANDS

WORK ENVIRONMENT

Tiffin Police Department located in the City Municipal Building, 51 E. Market St. Tiffin, Seneca Co., Ohio, 44883, and other places where duties require attendance.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Signature: _____
Supervisor/Dept. Head

Signature: _____
Employee:

Effective Date: _____

Revision History: _____