



CITY OF BRANSON - POSITION DESCRIPTION

POLICE & FIRE DISPATCHER I



Grade: 16C
FLSA Status: Non-Exempt
Department: Police

POSITION SUMMARY: The Police & Fire Dispatcher performs effective and responsive telecommunications work in the reception and transmission of 9-1-1 telephone and radio emergency communications for both Police and Fire departments regarding Calls For Services (CFS), and inquiries from the public. The employee is responsible for collecting and evaluating information to determine jurisdiction, equipment and personnel to be dispatched. The employee utilizes a Computer Aided Dispatch (CAD) system. This position works rotating shifts in a 24 hour-a-day, 7 day-a-week operation that includes weekends and holidays. This position works under the direct supervision of the Communications Supervisor and/or Lead.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Requires a regular and consistent physical presence, at the approved time, at the Police Department telecommunications center and the duties required of this position include the following:

1. Behaves in a manner that promotes a productive, healthy, safe and positive work environment by:
 - a) Depicting trustworthiness through integrity, truthfulness, consistency and honesty, and while protecting confidential information as necessary;
 - b) Creating and maintaining positive relationships at all levels by treating others with courtesy, respect and in a conflict-free professional manner, and believing the best in others;
 - c) Taking into consideration the effects on others, on costs, and on intended outcomes of decisions and actions taken;
 - d) Upholding the public trust by being safe, enforcing safety, and working promptly, diligently and with a focus on quality;
 - e) Showing impartiality and equity toward others, and not using job responsibilities to provide nor elicit special favors, and by not making promises that conflict with job duties and responsibilities;
 - f) Adhering to all policies, laws and regulations as applicable to the role and to being a citizen.
2. Follows the ethical and legal direction of supervisor(s).
3. Answers telephone calls in a professional manner regarding emergency, potential emergency or non-emergency situations.
4. Accurately enter call data into computer.
5. Gives directions to emergency crews when needed.
6. Monitors the movement of all emergency crews while on shift.
7. Works closely with, and assists, the public with complaints.
8. Accurately maintain logs and records of dispatch activity.
9. Monitors and answers radio traffic from emergency services units in the field.
10. Accesses drivers' license and criminal records for investigation.
11. Receives and processes complaints into the Computer Aided Dispatch (CAD) system.
12. As needed, checks MULES system for reported stolen property and missing or wanted persons.
13. Enters warrants into tracking database.

14. Prepares reports.
15. Must adhere to and follow City and department policies and procedures at all times while at work.
16. Other duties as assigned by supervision.

KNOWLEDGE, SKILLS, AND ABILITIES

**Any combination of education, training, and experience providing the following knowledge, skills, and abilities.*

- Knowledge of Federal and State statutes and City ordinances.
- Knowledge of the rules and regulations of the Branson Police Department.
- Knowledge of police methods, practices and procedures.
- Knowledge of the geography of the city and the location of various buildings and landmarks.
- Knowledge of the operation and minor maintenance of various office equipment.
- Knowledge of provisions of the City Code and Branson Police Communication Department SOPs.
- Ability to understand and follow well-defined procedures and/or oral and written instructions.
- Ability to apply operational rules, regulations, procedures and guidelines to carry out routine assignments and make decisions.
- Ability to establish and maintain effective working relationships with other employees and the general public.
- Ability to effectively interact with the general public in a courteous and professional manner.
- Ability to react quickly and calmly in emergencies.
- Ability to use various types of computer technology required for job duties.
- Must be able to clearly speak and articulate in English; must read, spell, and write the English language and have competent typing skills.

PHYSICAL DEMANDS

The physical demands, which follow, are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to fully perform the essential functions of their positions; but even with any such accommodation, the employee must be able to perform all essential duties in a manner that does not endanger his or her health or safety or the health or safety of others.

While performing the duties of this position, the employee must be able to bend and reach to both ground level and overhead as well as hold and grip objects. The employee may be required to lift/move/carry thirty (30) pounds with assistance or specialized equipment, and occasionally lift or move greater weights with specialized equipment or assistance. Must have the ability to multi-task when dealing with phone, computer inquiries and physical interruptions during high stress situations. Must be able to operate a computer keyboard, mouse and other computer technology required for job duties. Must have the ability to hear, receive, comprehend and convey information through radio and telephone systems. Specific vision abilities required by this position include close vision, peripheral vision and the ability to adjust focus. The employee in this role is frequently subjected to high levels of mental and emotional stress.

WORKING ENVIRONMENT

While performing the duties of this position, the employee is primarily indoors with heating and cooling regulated in a general communication center environment. Work is generally conducted while sitting, but workstations are adjustable to allow standing while performing job duties. This position has the general risks associated with watching video monitors and handling telephone calls in a sedentary environment over a protracted period of time.

MINIMUM REQUIRED JOB EXPERIENCE, EDUCATION, AND TRAINING

- A High School diploma or GED equivalent is required.
- One (1) year of experience in working with the public is required.

PREFERRED EXPERIENCE, EDUCATION AND TRAINING

- National Career Readiness Certificate is preferred.

MISCELLANEOUS REQUIREMENTS

- Must be at least 18 years of age.
- Must be able to obtain MULES and PST1 certification.
- Must be able to attend occasional required off-site training.
- Must possess no felony convictions.
- Must follow City of Branson policy regarding tattoos.
- Must be able to pass in-house training courses on the proper use of applicable equipment.
- Must be highly engaged in the department's goals and be able to work cooperatively with Police leadership in achieving those goals.
- Must possess a high degree of integrity, strong work ethic and ability to work independently with minimal supervision.
- Must demonstrate excellent customer service to those of internal or external to the department.
- Must be able to pass a background investigation, polygraph, and drug and alcohol screenings.
- Must fulfill I-9 identification requirements within the guidelines set forth by the Department of Homeland Security through the E-Verify system.