

## CITY OF MIDDLETOWN

### **Position Description**

Position Title: **Dispatcher**  
Department/Division: Public Safety/Police  
Reports To: Communications Supervisor  
Classified or Unclassified: Classified  
Entry Level or Promotional: Entry Level  
Exempt or Non-exempt: Non-exempt  
Union or Non-union: Union  
Salary range: PC-7  
Civil Service Approval: October 20, 2016

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### **Position Summary**

Position requires the prompt and accurate dispatching of police and fire units by means of radio and computer. Additional job functions include processing requests for assistance and information from citizens and City personnel, both in person and by telephone, handling 911 calls, typing, filing, condensing reports, and other tasks. The work is performed in conjunction with the activities of other dispatchers with no close supervision. It requires the exercise of initiative, sound judgment, the ability to work in a team setting, and the ability to cope with stress.

This position is primarily sedentary, with some walking; standing; bending; carrying of light items such as papers, books, and equipment.

### **Position Qualifications**

1. High School Diploma or GED, and some experience in public contact work requiring clear and rapid response to inquiries; or any equivalent combination of training and experience that provides the following knowledge, skills and abilities:
  - a. Some knowledge of the geography of the City.
  - b. Ability to learn within a reasonable period of time the principles and practices of police and fire dispatching.
  - c. Ability to spell, sort, and file, and use correct grammar in written and oral communications.
  - d. Ability to think clearly and quickly under emergency conditions.
  - e. Ability to give and follow oral and written instructions.
  - f. Ability to coordinate the activities of police and fire units.

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- g. Ability to establish and maintain effective working relationships with others.
- h. Ability to speak clearly and concisely.
- i. Ability to remain at a fixed post without scheduled breaks for extended periods of time.
- j. Ability to work as a team member in a team setting.
- k. Ability to take and process monies for fines, bonds, and inmates.
- l. Ability to achieve and maintain any required certifications.
- m. Skill in the operation of radio transmitting and receiving equipment.
- n. Skill in rapid data entry and keyboard use.
- o. Ability to problem solve.
- p. Ability to mediate confrontations on the phone and at the dispatch center.

**Duties and Responsibilities (For Performance Appraisal)**

- 1. Operate communication equipment (telephone console, radio and computer) to receive and respond appropriately to incoming calls for assistance and requests for service, information, and referrals.
- 2. Question caller to determine the nature of the problem; determine (following established guidelines) the type and number of personnel and equipment needed.
- 3. Dispatch and otherwise communicate with police units, fire units, and other personnel and equipment using two-way radio and computer.
- 4. Input data into computer system; monitor computer screens to determine units available; update information as needed.
- 5. Type information on a computer keyboard to update files and maintain logs.
- 6. Receive information from citizens and complete accurate incident reports and other forms based on that information.
- 7. Provide emergency medical pre-arrival instructions to caller.
- 8. Activate alarm systems to notify fire stations.
- 9. May be assigned the additional duties of LEADS TAC.
- 10. Perform related work as required by supervision.