



JOB ANNOUNCEMENT
CITY OF TROY, AL
EXTERNAL

CLASSIFICATION TITLE: DISPATCHER - Police Department

FLSA DESIGNATION: NON-EXEMPT, CLASSIFIED

SKILL LEVEL: 7

SUMMARY DESCRIPTION:

Under direct supervision of the Captain of Administrative Services, E-911 Director, and the Chief of Police. The duties of this position is to answer calls when someone needs help from police, fire fighters, emergency services, or a combination of the three. They take both emergency and nonemergency calls. They act as liaison for Troy Police Department, E-911, City Departments, Management Team, staff, outside agencies and general public; and ensures the efficient operation of the Dispatch Division for the Troy Police Department.

REPRESENTATIVE DUTIES: Under the Direction of the Captain of Administrative Services:

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Answer 9-1-1 calls.
2. Determine the type of emergency and its location.
3. Decide the appropriate response based on agency procedures.
4. Relay information to the appropriate first responder agency.
5. Coordinate the dispatch of emergency response personnel to accident scenes.
6. Give over -the-phone medical instruction before emergency personnel arrive.
7. Monitor and track the status of police, fire, and ambulance units.
8. Synchronize responses with other area communication centers.
9. Keep detail records about calls.
10. Must remain calm while collecting vital information from callers to determine the severity of a situation and location of those who need help.
11. Must remain calm, articulate and concise when broadcasting.
12. Use Crime databases, map and weather reports when helping emergency response teams.
13. Monitor alarm systems, alerting law enforcement or fire personnel when a crime or fire occurs.
14. Must have knowledge of the location of all streets, buildings, parks, or other general information regarding the city.
15. Duties may change or vary at the discretion of the Chief of Police for the City of Troy.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

- Knowledge of basic operations of a Police Department.
- Knowledge of policies and procedures of a Police Department.
- Skill in organizing and planning work.
- Skill in performing basic mathematical calculations such as addition, subtraction, multiplication, division, and percentages.
- Skill in decision making and problem solving.
- Skill in interpersonal relations and in dealing with the public.
- Knowledge of English usage, spelling, grammar, and punctuation.
- Knowledge of office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and database
- Ability to perform responsible and difficult services involving the use of independent judgment and personal initiative.
- Ability to understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Ability to respond to requests and inquiries from the general public.
- Ability to interpret and apply administrative and department policies and procedures.
- Ability to independently prepare correspondence and memoranda.
- Ability to work independently in the absence of supervision.
- Ability to operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.
- Ability to multi-task.

MINIMUM QUALIFICATIONS - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

1. High School Diploma from an accredited high school or GED. Must have a valid Alabama Driver's License, a good driving record.
2. Must submit to and pass a pre-employment physical, and drug and alcohol screening.
3. Prior to employment offer, position subject to satisfactory background check.
4. Ability to meet current requirements set forth by the Alabama Criminal Justice Information Center.

MINIMUM REQUIREMENTS TO PERFORM ESSENTIAL FUNCTIONS:

The following requirements are normal for this classification. Specific requirements may not apply to all positions within this classification, but are determined by the normal requirements for the particular position.

Essential Physical Abilities
Work is typically performed while intermittently sitting, standing, stooping, bending or crouching. The employee occasionally lift light objects weighing less than 24 pounds and heavy object weighing 25 or more pounds. The employee uses tools and equipment requiring a high degree of dexterity.
Supervisory Control
The Captain of Administrative Services assigns work in terms of general instructions. The Captain of Administrative Services spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.
Guidelines
Guidelines include Municipal ordinances, City of Troy Personnel Policies and procedures, benefits policies and procedures, the Risk Management Manual, E-911 Policies, and the City of Troy Core Values, Police directives, and State and Federal Law. These guidelines are generally clear and specific, but may require some interpretation in application.
Complexity
The work consists of related law enforcement duties. Potentially life-threatening situations contribute to the complexity of the position. The large number of policies, procedures, laws and regulations to be followed contributes to the complexity of this position.
Scope & Effect
The purpose of this position is to enforce local, state, federal laws. Success in this position contributes to the enforcement of local, state, and federal laws and to the safety of life and property. Success in this position results in greater effectiveness of the Police Department processes and services.
Personal Contacts
Contacts are typically with members of other law enforcement agencies, court personnel, other emergency service providers, and members of the general public.
Purpose of Contacts
Contacts are typically to give or provide information, gather information, and provide services.
Work Environment
The work is typically performed in an office setting.
Supervision Exercised
None

NOTE:

Statements included in this description are intended to be representative of the duties and responsibilities of this job and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included. This job may also require meetings outside of normal business hours or work on weekends and evenings. Some travel required.

Successful applicant is required to pass physical examination and drug test, and have a valid Alabama Drivers' License. Position is subject to satisfactory background check.

IF YOU BELIEVE THAT YOU ARE QUALIFIED FOR THIS POSITION AND WOULD LIKE TO COMPLETE AN APPLICATION, BLANK APPLICATIONS ARE AVAILABLE FROM:

City of Troy Department of Human Resources
City Hall
301 Charles W. Meeks Avenue
Troy, Alabama 36081

RESUMES WILL NOT SUBSTITUTE FOR AN APPLICATION. APPLICATIONS WILL REMAIN ON FILE UNTIL THE END OF THE CALENDAR YEAR.

The City of Troy is an Equal Opportunity Employer.