

CITY OF FRANKLIN
Job Description

Job Title:	Emergency Services Dispatcher/Clerk
Department:	Police
Reports To:	Communication Supervisor
Appointing Authority:	Chief of Police
Salary Level:	Grade 5
FLSA Status:	Non-Exempt
Prepared By:	
Prepared Date:	2023
Approved By:	Common Council
Approved Date:	March 2023

Summary

The Emergency Services Dispatcher/Clerk performs critical communication services and a variety of routine clerical, administrative and technical work in receiving and dispatching routine and emergency information; keeping official records; and assisting in the administration of the standard operating policies and procedures of the communications/department records center.

Essential Duties and Responsibilities

Monitor telephones and radio in the dispatch center, answer all incoming calls, and ascertain nature of call, gather all necessary information to transmit or relay.

Dispatch police, fire, emergency medical service, and other response vehicles for emergency and non-emergency responses; broadcast nature, location, and time of incident; contact all required personnel and other local concerns such as the fire department in the event of an emergency situation; insure the presence of reserve units by contacting personnel designated for on-call; relay information as required. Perform Emergency Medical Dispatch (EMD) inclusive of providing pre-arrival instructions following Milwaukee County EMS protocol when applicable to the level of certification.

Maintain logs on radio and telephone communications, location of personnel and equipment; in the event of an emergency situation, maintain on-going contact with the responding personnel and keep them informed of all incoming pertinent information; keep track of various information such as traffic lights out, streets closed, etc., and keeps emergency personnel informed.

Maintain dispatch center work area and equipment in clean and working condition.

Operate two-way radios as needed and assist in radio communications; operate ~~base~~ portable radio as required.

Compose, type, and edit correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.

Input data to standard office and department forms, both manual and automated; make simple postings to various reports; compile and tabulate data.

Assist citizens that come into the station who wish to speak to an officer by obtaining information from them through perceptive questioning. Also assisting citizens who come into the station for other reasons and treating them with courtesy and dignity.

Maintain dispatch documents and records; prepare case reports.

Exercises rational judgment in all job responsibilities.

Maintains the confidence and trust of peers, subordinates, superiors, and citizens.

Other duties as assigned by the duty supervisor.

Any and all other duties as assigned by the Chief of Police.

Supervision

The Emergency Services Dispatcher/Clerk works under the supervision, direction, and guidance of the Emergency Services Communications/Clerical Supervisor, or duty supervisor in the absence of the Emergency Services Communications/Clerical Supervisor.

Education and/or Experience

Graduation from high school or GED equivalent. No specific work experience is required. Must be able to pass a Public Safety Telecommunicator Exam, according to Civil Service Guidelines.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

Ability to learn and efficiently use various computer programs including Microsoft Word, Computer Aided Dispatch, telephone and records systems, and other systems that are or may be adapted for use by the police department is required.

Certificates, Licenses, Registrations

Certification on the State/National Computer System – TIME Certification

Health Care Provider CPR Certification will be provided for pre-arrival instructions following Milwaukee County EMS-Director protocol.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to operate, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to *stand* and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and peripheral vision.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Other Qualifications

Ability to make independent judgments, which have moderate impacts on the organization.

Ability to report to work on time.

Ability to be available for work.

Ability to maintain confidentiality of information.

Ability to apply department policies and procedures in daily operations.

Ability to handle stressful situations.

Skill in operation of the listed tools and equipment.

Ability to make quick decisions in the absence of clearly defined procedures.

Ability to enter, retrieve and analyze computer information quickly and accurately.

Ability to effectively meet and deal with the public.

Ability to perform cashier duties accurately, *inclusive of balancing a cash register*.

Ability to adjust to changes in the organization.

Ability to be positive in response to management directions.

Other Skills and Abilities

Tools and equipment used: Personal computer including word processing software, copy machine, fax machine, telephone communications switchboard including Computer Aided Dispatch (CAD), cash register, dictation machine and two-way radio.

Monitor individuals in holding cells for proper conduct, safety, medical and other needs.

Assist in training new employees.

Monitor all weather warning systems.

Monitor all security cameras/alarms.

Miscellaneous

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 City reserves the right to eliminate the requirement for the Public Safety Telecommunicator Exam for those candidates who would be considered for a lateral transfer and possess current dispatching experience.

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.