



Police Department Dispatcher

Mayor Pamela Bobst

Reports To:	Police Operations Manager	Salary:	\$39,200.00 - \$58,000.00
Shift:	3:00 P.M. – 11:00 P.M. Monday through Friday	FLSA Status:	Exempt
	Weekends & Holidays may be required		
	Some variation to scheduling as well		

Position Overview:

Under general supervision of the Police Operations Manager, the Dispatcher is responsible for all dispatching functions for the Rocky River Police Department (“Police Department”). Responsibilities include coordinating communications between patrol officers, police supervisors, the public, and other emergency service agencies. Responsibilities also include answering all incoming calls on emergency and non-emergency lines and handling the calls in an appropriate and efficient manner, all radio dispatching functions, handling of persons who come to the Police Department for assistance and documenting the activities of the Police Department. This position is also responsible for monitoring jail operations. This position requires proficiency in the use of the National Crime Information Center (NCIC), the Law Enforcement Automated Data System (LEADS), Computerized Criminal History (CCH), the Ohio Law Enforcement Gateway (OHLEG), as well as other external databases and internal databases and software. Responsible for the completion of reports and other duties as assigned. This position requires the full range operation of the Police Department’s office and communication equipment, including computer-aided dispatch Sundance system, radio consoles, telephones, computer systems and copier/printers/faxes. Must be able to operate audio/visual equipment and security access systems. The Police Dispatcher performs work in all areas of the Police Department. May require working within the jail area. Requires ability to sit for long periods of time and complete repetitive tasks. The noise level in the work environment varies from shift to shift, and is usually at a moderate to loud level. Work is subject to varying and unpredictable situations as it requires handling of emergency or crisis situations. The work is also subject to many interruptions and pressure due to multiple calls and inquiries. It requires judgment and action in life threatening situations.

Duties:

1. Phone Dispatching

80%

- Receive emergency calls from the public requesting police, fire, medical or other emergency/non-emergency services. Determine the nature and location of the emergency and gather all necessary information to transmit or relay; determine priorities, and dispatch police, or transfer call to the other emergency units as necessary and in accordance with established procedures;
- Receive, transfer, and process 911 emergency calls to the Westshore Central Dispatch Center (“Westcom”) or other law enforcement agencies as required;
- Answer questions, provide general assistance and take messages or transfer calls as needed;
- Provides the public with basic instructions to safeguard persons in hazardous conditions prior to the arrival of trained first responders;
- Ability to use the phone system to transfer, make, answer, create conference or 3-way calling, whether it be in house, to other city employees or outside of the network;

- Ability to operate the Telecommunication Device for the Deaf (TDD) machine and conduct monthly checks

Radio Communications

- Monitor radio traffic, broadcast essential information to responding personnel and coordinate dispatching of emergency police, fire and other public safety agencies by receiving and transmitting radio calls in emergency and routine situations
- Dispatches City emergency forces and/or other resource agencies, in accordance with prescribed procedures
- Maintain contact with police units and monitor status and location of all units
- Receive requests for information regarding vehicle registration, driving records and warrants, and provides pertinent data in a timely manner
- Monitor several complex public safety radio frequencies
- Monitor and answer the Rocky River Schools' MARCS radio

Computer Use

- Utilize the NCIC/LEADS/OHLEG/CCH, SUNDANCY, CAD/RMS systems to search, enter, locate, elicit and provide information as needed and as requested by members of the police department according to all laws, guidelines, rules, policies and procedures
- Document all activity of the police department in the CAD (computer aided dispatch) and RMS (records management system), including but not limited to, maintaining accurate and detailed logs of radio and telephone communications, location of personnel and equipment, as required
- Utilize the Internet and other computer programs as required. Input warrants through LEADS

2. Jail

10%

- Maintain audio/visual observation of jail facility to ensure officer, staff and prisoner safety, as well as prisoner conduct and emergencies
- Order meals and check status of inmates and search prisoners as requested
- Handle all prisoner requests appropriately and per policy
- Know the procedures for requesting prisoner medical assistance and understand the use of emergency furloughs
- Assist prisoners with release by coordinating necessary documentation
- Notify appropriate personnel when supplies need to be replenished, cell/jail areas need cleaned, order laundry pick-up, etc.
- Assist with the booking process as requested-monitor booking via camera and audio.
- Notify Rocky River Municipal Court of new prisoners when necessary. Coordinate video arraignment
- Document all jail activities in the appropriate program and forms

3. General Office Duties

5%

- Report and document utility outages including electrical, natural gas, cable and telephone. Follow proper procedures for handling downed trees and downed wires. Under the direction of the Office in Charge, call in auxiliary officers when needed
- Searches and assists female prisoners housed in the RRPD as needed
- Accompanies officers to transport female prisoners as needed
- Performs miscellaneous tasks or projects as assigned by the Chief of Police, Officer in Charge, or the PYSC.

- Knowledge of all filing systems and ability to maintain all necessary dispatch documents and records
- Data Entry (i.e. citations, parking tickets, etc.)
- Report for unscheduled duty in emergencies, as required

4. Front Window

4%

- Maintain building security by controlling unauthorized access and monitor all surveillance cameras
- Assist individuals who walk up to the window. Know when a report is needed, when a person needs to speak with an officer, or when a general question or problem can be resolved
- Release property and accept found property according to procedure. Know how to handle items turned into the Police Department.
- Distribute receipts, citations, tow/impound forms and statement forms and other documents left by officers to be picked up by citizens
- Accept cash for payments of parking tickets, accept cash or bond for bail, and impound lot fees.
- Note any police department building or equipment issues and conditions and notify the appropriate personnel
- Know what information is public record, what information can be given out and why. Be familiar with the records policy and Public Records law. Refer requests to the Para Police as needed

5. General Dispatch Management

1%

- Follow and carry out written and/or verbal orders and instructions with respect to the chain of command
- Keep supervisory personnel and all others advised of essential information.
- Under the direction of the OIC, request mutual aid response when required and according to established procedures
- Performs all other duties as requested or assigned by the PYSC and/or Shift OIC.

****Denotes essential function of the job***

Minimum Qualifications:

- A high school diploma or equivalent.
- A valid State of Ohio driver's license is required.
- Requires a strong service orientation and a demonstration of strong written and verbal skills.
- Must be able to pass and maintain required training and certifications, to include but not limited to NCIC, LEADS, CCH, Emergency Medical Dispatch, and CPR/AED.* Those who hold certifications for dispatching services preferred.
- For this position, prior experience in public safety dispatching or law enforcement desired.

*Can be acquired after hire

Position will be posted until filled. Applications may be obtained at
http://s804876413.onlinehome.us/hr_docs/employment_application.pdf or at Rocky River City Hall.
Submit completed application, cover letter and resume, Monday through Friday, 8:30 a.m. to 4:30
p.m. at:

**Michael T. Greco, Director
Human Resources Department
City of Rocky River
21012 Hilliard Boulevard
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The City of Rocky River is an Equal Opportunity Employer