

OCEAN RIDGE POLICE DEPARTMENT- GENERAL ORDER

SUBJECT: JOB CLASSIFICATION/ DISPATCHER	DATE OF ISSUE	EFFECTIVE DATE	Number
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REFERENCE: CFA 8.02

DISTRIBUTION: ALL

INDEX AS: Dispatcher

CANCELS/AMENDS: G.O. II-8

Job Class/ Dispatcher

Dated: 11-04-91

PURPOSE OF CLASSIFICATION

The purpose of this classification is to answer multiple telephone lines, to communicate effectively with persons requesting emergency and non-emergency police, fire, or EMS assistance, to clearly relay information for dispatch or transfer calls appropriately, and to maintain logs and records of communications activities.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Performs multiple tasks simultaneously; takes appropriate action when presented with a routine call or a stressful life/death situation; remains calm under all circumstances.

Answers incoming telephone calls; receives and transmits information, complaints, and requests for assistance.

Communicates effectively and coherently over law enforcement, fire, rescue, and EMS radio channels; obtains necessary information and dispatches patrol cars, detectives, rescue squads, wreckers, and fire trucks; requests ambulances as needed; conducts investigations on some calls; assigns case numbers to calls.

Maintains conversation with caller to obtain/verify pertinent information and to comfort them until assistance arrives; interacts with highly emotional people who are experiencing death, illness, domestic abuse, child abuse, mental illness, suicide, natural disasters, etc.

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Operates teletype NCIC/FCIC and PALMS and other database tools and programs; enters and retrieves information from computer; modifies, locates, maintains, saves, and/or clears files and records within database.

Operates radios; monitors radio channels.

Provides information and addresses to the public and police as requested; maintains information on pursuits; knows location of units at all times.

Updates Town and County locations and phone numbers.

Maintains logs and records of radio activities, police actions, and calls taken by Fire Department; prepares and files a variety of reports.

Notifies appropriate personnel and/or supervisor of critical situations, weather related information, and problems with communications or computer equipment.

Attends training courses as offered by the department or as required by law to maintain applicable Certifications; to remain informed of departmental operations, and to promote improved job performance.

Cooperates with Federal, State, and Local law enforcement agencies and their officers or representatives when activities are related to investigations within Town jurisdiction.

ADDITIONAL FUNCTIONS

Takes and relays messages to officers and supervisors, other divisions, or local agencies; disseminates information to various departments and divisions.

Maintains cleanliness of work area; restocks supplies.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by little or no previous experience or training involving dispatching; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must be able to obtain certification as an 911 Public Safety Dispatcher, and become certified by the Florida and National Crime Information Center (FCIC/NCIC) within one year of employment. Must possess and maintain a valid Florida driver's license.

Christopher T. Yannuzzi
Chief of Police