

## Position Description

## Dispatcher

**Classification Identification:** Non-Exempt / Bargaining unit

**Pay Grade:** Three (3) (as per FOP CBA)

### ***General Purpose***

This position performs telecommunications work in the operation of radio transmitting equipment and other automated systems to dispatch and communicate with mobile public safety and other units.

### ***Essential Duties and Responsibilities***

- Receives and disseminates written and voice messages by telephone and radio via the Computer Aided Dispatching system.
- Transmits messages and departmental information by radio to personnel in the field.
- Maintains records of all assigned units as to location and availability, via the Computer Aided Dispatching system.
- Maintains files on wanted, missing, or lost persons, stolen vehicles, and related information used in disseminating information to field units.
- Operates computer terminal and originates input information, such as stolen articles and requests for information via National Criminal Information Center and Florida Criminal Information Center.
- Furnishes field units with computer data as requested.
- Dispatch all calls for Police service including 911 emergencies.
- Assists the public by greeting citizens when they enter the station and respond to informational requests.
- Takes telephone complaints from citizens and directs the information to the appropriate person within the department.
- Performs related work as assigned by the Chief of Police or a designee.
- Performs clerical, administrative and technical work in receiving and dispatching routine and emergency information to police personnel and other emergency response vehicles.
- Keeps official records.
- Assists in the administration of the standard operating policies and procedures of the Communications Center.

### ***Required Knowledge, Skills and Abilities***

- Must be fluent in the English language. Ability to communicate in Spanish is highly desirable.
- Considerable knowledge of modern office practices and procedures.
- Must be computer literate with knowledge of Microsoft Office, WordPerfect or similar word processing programs.
- Ability to type at least 35 words per minute.
- Ability to meet and deal with the public in an effective and courteous manner.
- Ability to perform several tasks at one time.
- Must possess or be able to obtain 911 emergency medical priority training.
- Must be flexible in duty hours.

## ***Desired Minimum Qualification***

- Two year degree **OR** one (1) year of experience relevant to the major duties/essential functions of the position. Part-time experience will be prorated.
- Possession of 911 PST Certification from the Florida Department of Health strongly preferred, but must be attained within 6 months of employment.
- Possession of Certification in FCIC/NCIC (Florida Crime Information Center) highly preferred, but must be attained within twelve (12) months of appointment.
- Heavy public contact experience while performing multiple tasks simultaneously.
- Must be able to work variable shifts, including nights, weekends, and holidays.
- Must be fluent in English, both written and spoken.
- Must pass an extensive criminal background check.
- Possession of a valid driver's license issued by the State of Florida (within 30 days of employment for non- Florida residents) for the type of vehicle or equipment operated with an acceptable driving record.
- Previous experience as a dispatcher with a Law Enforcement Agency is preferred.
- Village Manager at his discretion may choose to mitigate education requirements with experience.
- Higher starting pay for experienced, certified dispatchers.

**Revised 3/22/2021**

