

**CITY OF HAINES CITY
JOB DESCRIPTION**

DEPARTMENT: POLICE DEPARTMENT
REPORTS TO: POLICE COMMUNICATIONS SUPERVISOR

POLICE DISPATCHER

GENERAL DESCRIPTION:

Responsible work in the reception and transmission of radio and telephone messages in a police/fire communications unit. An employee in this class is responsible for the accurate and efficient receipt, routing and dispatching of messages between the central radio room and mobile units, as well as monitoring communications between vehicles in the field and directing police/fire vehicles and personnel to required locations. Under the general supervision, work is reviewed by observation, and through the monitoring of employee's operations and review of reports to assure that they are being performed in accordance with departmental regulations.

ESSENTIAL FUNCTIONS:

(Note: The listed duties are illustrative only and are not intended to describe each and every function which may be performed in the job class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position.)

Receives and records written and oral messages by telephone and radio.

Transmits messages and departmental information by radios and telephone.

Maintains visual records of all assigned units as to location, availability, and type of equipment.

Maintains a continuous daily log of all radio and telephone conversations.

Maintains files on wanted persons, missing or lost persons, stolen vehicles, and related information used in disseminating information such as stolen articles and requests for information.

Furnishes field units with computer data as needed and requested.

Maintains and operates the National Crime Information Center and Florida Crime Information Center computer terminal.

Assists the public by greeting citizens when they enter the station, answering questions and giving them directions.

Takes all telephone complaints from citizens and gives information to those requiring it.

Monitors burglar alarms of residences, banks and other locations, and files alarm request forms.

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Types and files logs, complaint cards, index cards, indexing and record cards, and other related data.

Maintains E911 phone equipment/recorder.

Operates Intoxilyzer.

Performs related work as required.

MINIMUM QUALIFICATIONS

KNOWLEDGE, ABILITIES, AND SKILLS:

Working knowledge of and skill in the operation of radio receiving and transmitting equipment. Working knowledge of the geographic boundaries of the City, and the location of streets, important buildings and subdivisions. Some knowledge of departmental practices, rules and regulations. Ability to understand and carry out oral and written instructions, speak clearly and distinctly under all circumstances; sit for long periods of time and remain alert; keep records and maintain files; remain calm and take decisive action during emergencies. Must be physically capable to perform essential functions as required.

TRAINING AND EXPERIENCE:

Graduation from high school or GED and some experience as a communications officer preferred; or experience in the use of radio receiving and transmitting equipment; FCIC State Certification and E911 Emergency Medical Training; or an equivalent combination of training and experience which provides the required knowledge, skills and abilities. Successful completion of 40-hour Intoxilyzer class, 110-hour Emergency 9-1-1 training course, basic NCIC/FCIC class.

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