



## COMMUNICATIONS SPECIALIST

**DEPARTMENT:** POLICE

**DIVISION:** DISPATCH

**SUPERVISION RECEIVED:** Works under the supervision of the Dispatch Coordinator.

**SUPERVISION EXERCISED:** None.

### **COMMUNICATIONS SPECIALIST (DISPATCHER I&II-FULL TIME) CLASSIFICATION:**

The position of Communications Specialist (Dispatcher I&II) in the City of Stow is classified by the Stow Municipal Civil Service Commission, is Non-Exempt under the Fair Labor Standards Act and is included in a collective bargaining agreement.

**COMMUNICATIONS SPECIALIST (PART TIME) CLASSIFICATION:** The position of Communications Specialist (Part time) in the City of Stow is unclassified by the Stow Municipal Civil Service Commission, is Non-Exempt under the Fair Labor Standards Act and is not included in a collective bargaining agreement.

**PURPOSE (Full and part time):** Performs a variety of complex duties of clerical, administrative, and technical work involved in the receipt and dispatching of routine and emergency calls for law enforcement, fire, and Emergency Medical Services (EMS). Obtains complete, accurate, and appropriate information from callers. Evaluates and prioritizes the complaint or request. Determines what further action is necessary and dispatches proper personnel accordingly utilizing a computer aided dispatch system, at times under adverse conditions and extreme pressure.

### **ESSENTIAL FUNCTIONS (Full and part time)**

1. Monitors telephones and radios in the dispatch center.
2. Answers all incoming calls, including non-emergency and 911, ascertain nature of call and obtain all necessary information to transmit or relay.
3. Dispatches police, fire, EMS and other response vehicles necessary to handle the emergency.
4. Broadcasts nature, location and time of incident.
5. Contacts all required personnel and other local agencies such as Hazmat, the City of Stow Services Department, etc. in the event of an emergency situation.
6. Ensures the presence of reserve units by contacting personnel designated for callback and relays information as required.

7. Operates computer aided dispatching systems to maintain log on radio and telephone communications and status of and location of personnel and equipment.
8. In the event of an emergency situation, maintains ongoing contact with the responding personnel and keeps them informed of all pertinent information.
9. Keeps track of information, such as: traffic lights out, streets closed, water main breaks, etc. and keeps emergency personnel informed.
10. Inputs and retrieves a variety of public safety information using LEADS to teletype other law enforcement agencies, enters or inquires on wanted persons, stolen property, vehicle registrations and other information.
11. Maintains various automated and manual logs, records and files related to dispatching activities.
12. Quickly and accurately obtains information from callers necessary to determine the appropriate response; which may, at times, be complicated by callers who are aggressive, distraught, confused, profane and nearly incomprehensible.
13. Maintains dispatch center work area and equipment in clean and working condition.
14. Pages police, fire and EMS personnel.
15. Operates listed office machines as required.
16. Composes, types, and edits correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy and completeness.
17. Inputs data to standard office and department forms, both manual and automated.
18. Makes simple postings to various reports.
19. Monitors jail area.
20. Assists in training new employees.
21. Serves as a member of various employee committees.
22. Monitors weather warning systems.
23. Serves as contact point for Public Service Department, Parks Department and Detective Bureau after business hours and on weekends.
24. Notifies construction companies for board-up requests after fires.
25. Implements snow ban news media notifications.
26. Collects bond money and issue receipts.
27. Notifies key holders for businesses after hours.
28. Notifies private ambulance companies for transports when requested by the fire department.
29. Receives and manages overnight parking complaints and recreation fire requests.

30. Regular, reliable, predictable and punctual attendance is an essential function of the position. (This is due to the fact that employees work as part of a team, and that there are a limited number of employees available to perform numerous tasks critical to meeting the efficient and effective delivery of statutory services to the public, and/or among whom the responsibilities to perform those numerous tasks can be distributed.)
31. Compliance with all City of Stow City-wide and Departmental policies, work rules and procedures.
32. Performs other duties related to those of the position and/or resulting from the needs of the organization.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific duties does not exclude them if the work is similar, related or a logical assignment to the position.

### **ESSENTIAL FUNCTIONS (Full-time only)**

1. Assists in training new employees
2. Serves as a member of various employee committees.

### **QUALIFICATIONS (Full and part-time):**

1. Must have graduated from high school or have a GED equivalent, with specialized course work or demonstrated knowledge in general office practices such as typing, file maintenance and use of personal computer for word processing and data entry.
2. Must have working knowledge of personal computers and word processing.
3. Must have working knowledge of modern office practices and procedures.
4. Must have skill in the operation of the listed tools and equipment.
5. Must have the ability to effectively meet and deal with the public, particularly over the telephone.
6. Must have the ability to establish and maintain effective working relationships and communicate effectively, both orally and in writing, with City employees and officials and the general public.
7. Must have the ability to elicit information from upset and irate callers.
8. Must have the ability to handle stressful situations.
9. Must have the ability to perform multiple tasks simultaneously.
10. Must be able to type a minimum of thirty (30) words per minute after errors.
11. Must have the ability to work under pressure, exercise good judgment and make sound decisions in daily emergency situations.
12. Must have the ability to understand and follow oral and written instructions.
13. Must have sufficient eye-hand coordination to operate and view multiple monitors, computer keyboards and complex communication equipment in rapid succession or even simultaneously.

14. Must have the ability to work varied shifts, including days, afternoons, nights, weekends and holidays.
15. Must not have any record of serious misdemeanors, felony convictions or disqualifying criminal histories.
16. Must obtain NCIC, LEADS, EMD certifications and become a Deputy Clerk for the Municipal Court.
17. Must possess and maintain a valid State of Ohio Driver's License throughout the term of employment.

### **QUALIFICATIONS (Full-time only)**

1. Requirements for promotion to Dispatcher II are set forth in the current collective bargaining agreement.

**TOOLS AND EQUIPMENT (Full and part time):** Tools and equipment used in the performance of this position include, but are not limited to, the following: communications telephone including computer-aided dispatching systems, personal computers including word processing software, copy machines, fax machines, radios, Telephone Device for the Deaf (TDD), call checks and video equipment, voice recording systems, alarm systems, jail locking systems, radio scanners, weather radios, jail lighting and locking systems, and MDT (Mobile Data Terminal).

**PHYSICAL DEMANDS (Full and part time):** 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 frequently required to sit and talk and/or hear. The employee is occasionally required to walk, use hands and fingers to handle and operate objects, tools and controls and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**WORK ENVIRONMENT (Full and part time):** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The City of Stow is a non-smoking working environment.

The noise level in the work environment is normally quiet, but may, at times, be very busy and hectic.