

CITY OF OVERLAND PARK - POSITION DESCRIPTION

TITLE:	Police Dispatcher, Senior	BAND/LEVEL:	TECH II
DEPARTMENT:	Police Department	JOB NO:	5710
DIVISION:	Services Bureau	DATE:	08/30/2018
REPORTS TO:	Supervisor, Police Dispatch	FLSA STATUS:	Non Exempt
FT/PT/SEASONAL:	Full-time	COST CENTER:	221
REPLACES:	Police Dispatcher, Senior	LAST REVISED DATE:	12/1/2017

JOB SUMMARY STATEMENT:

Receives requests and calls for service from public for emergency assistance. Determines course of action and prioritizes calls for service. Dispatches units in accordance with procedures. Conducts records checks, verifies warrants, monitors weather conditions and checks working order of equipment. Trains lower-level personnel and acts as supervisor in his/her absence.

DUTIES AND RESPONSIBILITIES:

1. Receives calls for emergency assistance and other calls for service from general public and other public agencies using a multiple-line telephone console. Applies time management, multi-tasking, quick decisions, consistent conflict resolution and the ability to work under pressure in an intense environment.
2. Ask questions to interpret, analyze, and anticipate the caller's situation as to resolve problems, provide information, dispatch emergency services, or refer callers to other agencies. Determines and assigns the appropriate call type and level of assistance needed, then enter requests for police assistance into Computer Aided Dispatch (CAD) system. Appropriately transfer requests for fire and emergency medical services.
3. Utilizes TTY as required. Assists citizens with non-emergency questions and problems. Uses city directory, records management system, and other resources to answer citizen's questions or refer them to the appropriate personnel.
4. Dispatch police units to CAD calls for services and emergency scenes by computer, by radio and by telephone. Identify the priority level and number of units to assign to calls for service. Maintains radio contact and tracks the status of all units
5. Conducts records checks on individuals, vehicles, licenses, weapons, etc., using various computer systems including NCIC and REJIS. Advises officers of hit responses and sends message to entering agency to validate the hit. Pulls warrant records if hit has been entered by Overland Park or court police officials. Updates officers about information regarding hit.
6. Enter, modify, and validate entries in criminal justice databases such as NCIC and REJIS. Research entry requests to ensure all information is included; analyze entry requests and interpret established guidelines and laws to ensure the entry meets all standards. Analyze and interpret hit confirmation requests from outside agencies to determine if an entry is still valid using various records management systems and files.
7. Court preparation and testimony. Meets with prosecutors to clarify facts prior to trial; responds to questions from prosecutors, defense attorneys and judges; ; reviews case reports and evidence prior to trial; understands and applies legal principles; comprehends laws and abstract concepts; organizes facts and provides accurate testimony under stress; recalls and reviews case details prior to testimony.
8. Inspects all dispatch equipment and associated machinery to ensure proper working order.

9. Coordinates retrieval of information from other public safety agencies. Retrieves information from electronic and hard-copy resources and relays to requestor.
10. Handles requests from field personnel such as those for tows, ambulances, special equipment, public works, and other services. Contacts outside agencies for assistance as required.
11. Monitors various alarms such as City Hall, Westgate, Tomahawk Ridge, Matt Ross, and Justice Center. When alarm sounds, locates and activates buttons to silence alarm. Monitors external alarm systems and when an alarm is activated, determine appropriate response.
12. Monitors severe weather conditions. Coordinate notification of severe weather reports to the National Weather Service. Records severe weather information into CAD system and remains observant for any subsequent updates. Updates warnings and conditions via CAD or police radio systems as required. Monitors and appropriately activates storm sirens. Updates the Chain of Command and other key personnel on weather conditions and follow-up police responses.
13. Monitor closed-circuit television / building security cameras of city facilities.
14. Navigates through various computer programs such as but not limited to: NICHE Records Management System, Legacy Records Management Systems, JIMS, NCIC, REJIS, CLEAR, COPLINK, ELSAG, Everbridge, PortalOne, EnerGov, and WebEOC.
15. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with subordinates, supervisors, customers, vendors and any other persons or organization with whom interaction is required to accomplish work and employer goals.
16. The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.
17. Performs data entry and verification of entries for REJIS and NCIC validation procedures.
18. Trains lower-level personnel. Explains and demonstrates the various tasks and positions used by command and control center personnel. Observes trainees performance and provides remedial instruction as required. Maintains log of trainees' performance.
19. Performs data entry into CAD databases for special address flags and special circumstances information.
20. Performs data entry and verification of entries for REJIS and NCIC validation procedures.
21. Conducts quality assurance audits and assists with various personnel screening records checks.
22. Expected to perform the duties of Acting Supervisor when required.

GENERAL QUALIFICATIONS

EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

- Basic education including typing or additional equivalent experience.
- **Access to the Kansas Criminal Justice Information System (KCJIS) is required, so the following KCJIS requirements apply:**
 - Must be at least 18 years of age.
 - Must have not been convicted of a felony or serious misdemeanor.

EXPERIENCE:

- 2 years of police dispatching experience.

- Police radio communications and computer experience preferred.
- Experience normally gained through the Police Dispatcher position.

SKILLS:

- Excellent oral and written communication skills.
- Reading.
- PC computer skills.
- Manual dexterity.
- Ability to work in environment with constant interruptions and the ability to handle multiple tasks simultaneously.

MENTAL REQUIREMENTS:

- Ability to prioritize calls and request for service.
- Ability to recognize and protect confidential information.
- Ability to read and comprehend city and state regulations.
- Diplomacy and judgement.
- Good listening skills.
- Ability to assess situation and use judgment in responding.
- Ability to work under distracting conditions.
- Alpha and numeric recognition.
- Ability to breakdown procedures to individual steps.
- Logical reasoning.
- Patience.
- Understanding of computer commands.
- Ability to analyze safety situation.
- Ability to train and guide others.
- Good memory skills.

PHYSICAL REQUIREMENTS:

- Hand and eye coordination adequate to input computer.
- Visual stamina and visual acuity to spend long periods viewing alphanumeric data displayed on computer screens.
- Ability to make and receive phone calls.
- Ability to hear clearly over the phone and two-way radio using a headset.
- Ability to speak clearly and distinctly over the phone and two-way radio.
- Ability to lift 10 pounds and transport 15 feet.
- Eyestrain from PC screen.
- Ability to sit and be attentive for extended periods of time.
- Ability to adjust to high noise levels from phone usage, two-way radio traffic, printers, and alarms.
- Ability to operate computer terminals, radio equipment, video equipment, and recording devices.
- Mobility to visit all computer terminal sites within the communications room.

SUPERVISORY RESPONSIBILITY (Direct & Indirect):

- Indirect supervisory responsibility for lower-level trainee's.
- May be called upon to serve as Acting Shift Supervisor when no Supervisor is present.

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.

