



THE CITY OF FREDERICK
invites applications for the position of:

Dispatcher

\$18.45/Hour

Continuous

The Dispatcher works within the police department's Emergency Communications Center. S/he is responsible for receiving all emergency 911 calls and non-emergency calls made to the department, and is responsible for providing dispatch services to the Police Department using a computer aided dispatch (CAD) system. Supervision is provided by a Communications Supervisor or Assistant Communications Supervisor. Technical or functional supervision may be provided by the Police Department sworn supervisor or Watch Commander in the absence of the Communications Supervisory staff. Specific training and guidance is received from the Communications Supervisory staff. Positions in this class are responsible for providing general instruction and on the job training to new dispatchers.

Special Considerations:

This is a civilian position located within the Police Department's Communications Section. Every Communications Dispatcher is responsible for all functions in communications, including call taking, dispatching, computer data entry, query, and retrieval, sometimes simultaneously. Work requires the exercise of initiative and independent judgment in implementing established work methods and procedures.

This position requires the incumbent to interact with citizens in person and over the phone in a manner which promotes the highest level of professionalism. Incumbent must also be able to assist citizens while maintaining a positive courteous demeanor.

Special Selection Criteria: Must possess an excellent moral character and background that will withstand a comprehensive background investigation and subsequent polygraph(s).

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Using a computer aided dispatch (CAD) system, receive emergency calls from the public requesting police or other emergency service
- Determine nature and location of emergency, determine priorities, and dispatch police or other emergency units as necessary and in accordance with established procedures
- Receive and process 911 emergency calls
- Maintain contact with all units on assignment
- Maintain status and location of police units
- Monitor video surveillance monitors located throughout headquarters
- Answer non-emergency calls for assistance
- Enter, update, and retrieve information from a variety of computer systems
- Receive requests for information regarding vehicular registration, driving records, and warrant information, and provide pertinent data
- Monitor several complex public safety radio frequencies
- Operate a variety of communications equipment, including radio consoles, telephones and computer systems.

- Arrange for tow trucks and public works emergency service or contact appropriate agencies
- Change recording tapes
- Perform a variety of record keeping, filing, indexing, and other general clerical work
- Manually activate interior and exterior doors from the communications center
- Test and inspect equipment as required
- Provide extensive instruction and on the job training to new employees
- Maintain the highest level of confidentiality on all information received from all computer systems and phone calls
- Perform related duties as assigned.
- Due to the unpredictable nature of emergency work, it is essential that incumbents assigned to this classification be capable of working hours beyond their assigned shifts.

PHYSICAL DEMANDS: *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.*

The incumbents in this classification are required to work various shifts as assigned. Due to the unpredictable and critical nature of the work, incumbents assigned to this classification must be willing and available to work additional hours beyond their assigned shifts, sometimes with little or no notice

Incumbents must operate a visual display terminal for extended periods of time, sometimes without the ability to move at will. Incumbents must be able to occasionally lift and move less than 20 lbs. short distances. Incumbents are frequently required to enter data into a keyboard device requiring continuous, repetitive arm hand movement. Incumbents must be able to coordinating movement of more than one limb simultaneously and make fine, highly controlled muscular movements using a variety of computers and communications equipment. Incumbents must have the ability to hear alarms and other auditory warning devices.

WORK ENVIRONMENT/CONDITION: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

This position requires work to be performed indoors and involves sitting for long periods of time, sometimes without the ability to move at will.

REQUIRED QUALIFICATIONS:

QUALIFICATIONS *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- US Citizen, at least 18 years of age
- Graduation from high school or GED required.
- Customer Service experience
- Ability to work Day, Evening and Night shifts
- Ability to work Holidays and Weekends

The City of Frederick is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, gender, national origin, age, marital status, military service, disability or sexual

orientation. Reasonable accommodation provided upon request. All applicants tentatively selected for this position will be required to submit to any required tests to screen for illegal drug and alcohol use prior to appointment. Application evaluation will involve interviews, written tests and/or other appropriate screening tools.

OTHER DESIRABLES:

- Dispatching experience within a Police or Fire dispatch environment.
- CJIS certification
- Association of Police Communications Operators (APCO) certification
- International Academy of Emergency Dispatch (IAED) certification(s)

SKILLS (Communication/Language; Mathematical; Computer; etc.)

Knowledge of:

- Principles of appropriate conflict resolution techniques
- Principles and procedures related to the operation of computer aided dispatch systems
- Department General Orders and precedents pertaining to the dispatching of emergency equipment
- Standard radio and telephone communications receiving and transmitting equipment
- Standard broadcasting procedures and rules
- Operation of common radio dispatch equipment
- Public safety classification codes
- General knowledge of laws and ordinances to properly classify calls for service
- General knowledge of the geography of the City of Frederick

Ability to:

- Possess excellent customer services skills
- Greet citizens with a positive attitude, and provide assistance to citizens either on the phone or in person.
- Train, coach, and provide detailed instructions and assistance to new dispatchers
- Comprehend and make inferences from written material
- Handle simultaneous events effectively
- Spell accurately
- Operate a computer aided dispatch system, computer systems, and other office equipment quickly and accurately
- Exercise good judgment and make sound decisions in emergency situations
- Exercise independent judgment and work with a minimum of supervision
- Learn geographic features and streets of the City of Frederick
- Type at a speed necessary for adequate job performance
- Write clear and concise reports utilizing the English language
- Speak clearly and precisely utilizing the English language
- Effectively communicate with and elicit information from upset and irate citizens
- Understand and follow oral and written instructions utilizing the English language
- Prioritize tasks by order of importance
- Exercise problem solving abilities

APPLICATIONS	MAY	BE	FILED	ONLINE	AT:	DISPATCHER
http://www.cityoffrederick.com						KD
101	North		Court		Street	

Frederick,
301-600-1810

MD

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