

CITY OF NORWALK
An Equal Opportunity Employer
POSITION DESCRIPTION

Classification: Dispatcher
Position Title: Dispatcher

Office/Division:	Police	Employment Status:	Full-Time
Reports To:	Assigned Supervisor, OIC	Civil Service Status:	Classified
		FLSA Status:	Non-Exempt

QUALIFICATIONS: An example of acceptable qualifications:

Completion of secondary education or equivalent.

LICENSURE OR CERTIFICATION REQUIREMENTS:

Must obtain and maintain LEADS certification.

MINIMUM ACCEPTABLE CHARACTERISTICS: (* Indicates developed after employment)

Knowledge of:

1. Department policies and procedures.*
2. FCC rules and regulations.
3. Geographical layout of the City.*
4. Office practices and procedures.

Ability to:

1. Communicate effectively.
2. Collect, analyze and interpret data.
3. Follow instructions.
4. Exercise sound judgment during stressful situations.
5. Prepare and maintain accurate documentation.
6. Work independently or with others.
7. Develop and maintain working relationships with associates, other city employees and the general public.

Skill in:

1. Operation of radio communication equipment.
2. Operation of standard business office equipment (computer, calculator, phone system, copy machine, etc.).

ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

1. Receives and records in-coming complaints or requests for assistance; receives, transmits and monitors radio communications, monitors alarm systems, building and perimeter video systems; grants or denies access to building; obtains pertinent information and dispatches personnel to emergencies or disturbances, to include police, fire and EMS; receives non-emergency calls and provides information of a general nature or transfers to desired party.
2. Operates computers to enter and/or retrieve information needed to assist safety personnel or in order to

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assist with the efficient operation of the Department.

3. Performs various clerical tasks in order to assist with the efficient operation of the department, e.g., greets visitors, waits on customers, receives money, issues receipts, copies and files documents, etc.
4. Demonstrates regular and predictable attendance.
5. Maintains required license and certification.

OTHER DUTIES AND RESPONSIBILITIES:

1. Attends training programs and reads professional publications in order to keep abreast of advancements in the field.
2. Accepts money for bonds and waivers when Norwalk Municipal Court is closed.
3. Fulfills public record requests.
4. Prisoner monitoring.
5. Frisking of prisoners when no same sex officer is available.
6. Performs other related duties.

EQUIPMENT OPERATED: The following are examples only and are not intended to be all-inclusive.

Computers, 9-1-1 emergency telephone system, communication equipment, copy machine, facsimile machine and other standard business office equipment.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

The employee is exposed to, must negotiate, use, or work with or in the vicinity of telecommunication operations and noisy operations or activities.

GENERAL DUTY: SAFE AND HEALTHFUL WORK PLACE

The employee:

1. Works around firearms.
2. Has contact with potentially violent or emotionally distraught individuals.
3. Is exposed to chemicals found in an office environment (toner, correction fluid, etc.).
4. May occasionally be required to work at their work station for long periods of time.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent