

CITY OF TOPPENISH
Class Specification

Title: DISPATCHER/CLERK **Department:** Police
FLSA Status: Non-exempt **Reports To:** Lead Dispatcher
Effective Date: April 22, 2008

General Summary

Provide a variety of duties/tasks in the dispatch center to support law enforcement operations. Answers phones, dispatches officers, and maintains contacts with field units and citizens. Provide a variety of administrative and clerical duties such as conducting criminal records checks, permit application processing, scheduling activities, filing, record keeping, billing activities, data entry/searches, vehicle checks, warrant checks, etc. May report to Lead Dispatcher, sergeant or other command officer.

Essential Functions/Major Responsibilities

Answer incoming calls and dispatch Police Officers to incidents.

Run driver license and warrant checks.

Monitor jail to ensure safety and security.

Enter a variety of data into state system such as case reports, citations, warrant information, etc.

Provide a variety of support for the court system.

Process arrested individuals.

Word process taped statements.

File case reports and citations.

Monitor and maintain files.

Process concealed weapons permits and gun transfers.

Maintain office equipment.

Secondary Functions

Perform a variety of office and clerical functions.

Clean counters, machines, floors, etc.

Assist with booking prisoners.

Perform other related duties as assigned.

Job Scope

- Job encounters frequent new and varied work situations.
- Job involves a high degree of complexity or difficulty due to multi-tasking of high-stress, time sensitive events.
- Operate from established and well known procedures.
- Job tasks are usually performed independently with minimal supervision.
- Work is normally verified or checked by immediate supervisor, other dispatchers or sergeant. Errors in work or judgment could cause time delays, liabilities for the City, and/or safety issues.

Supervisory Responsibilities

Job is not supervisory in nature.

Interpersonal Contacts

Contacts are normally made with others both inside and outside the City organization. Contacts frequently contain confidential/sensitive information necessitating discretion at all times. Most contacts are made verbally over the telephone. Contacts are usually made on own initiative.

Specific Job Skills

- Ability to operate personal computers, office machines/equipment, communication equipment, and closed circuit security systems.
- Possess strong interpersonal communication skills to work with difficult, angry, stressed and/or intoxicated individuals.
- Ability to use discretion in all contacts and possess the capacity for teamwork.
- Mental activities include decision making, applying interpersonal and customer service skills, use of discretion and participating in a team environment.
- Ability to read, write, speak and understand English.
- Physical activities require sitting, talking, reaching, hearing, seeing, handling, grasping, repetitive motions of hand/wrists, keyboarding and walking.
- Job may require lifting or carrying up to 50 pounds.

Education and/or Experience

Position requires one to two years experience in an office environment or equivalent. Position requires the high school level of education.

Job Conditions

- Position requires work on various shifts.
- Constant sitting.
- May require period of extensive close work.
- Position may require substantial overtime.

DISPATCHER/CLERK

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APPROVED:

William C. Murphy, City Manager