

CITY OF TOPPENISH
Class Specification

Title: DISPATCHER/CLERK **Department:** Police
FLSA Status: Non-exempt **Reports To:** Lead Dispatcher
Effective Date: February 28, 2019

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 sergeants or other command officers.

Essential Functions/Major Responsibilities

- Answer incoming calls and dispatch Police Officers to incidents.
- Run driver license and warrant checks.
- Enter a variety of data into state system such as case reports, citations, warrant information, etc.
- Process Police reports.
- Word process taped statements.
- File case reports and citations.
- Monitor and maintain files.
- Process concealed weapons permits and gun transfers.
- Perform a variety of office and clerical functions.
- 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.

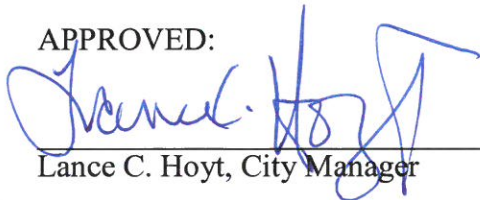
Education and/or Experience

Position requires relevant work experience. 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.

APPROVED:



Lance C. Hoyt, City Manager