

**CITY OF OVERLAND PARK - POSITION DESCRIPTION**

<b>TITLE:</b>	Police Dispatcher, Senior	<b>BAND/LEVEL:</b>	TECH II
<b>DEPARTMENT:</b>	Police Department	<b>JOB NO:</b>	5710
<b>DIVISION:</b>	Services Bureau	<b>DATE:</b>	09/18/2017
<b>REPORTS TO:</b>	Supervisor, Police Dispatch	<b>FLSA STATUS:</b>	Non Exempt
<b>FT/PT/SEASONAL:</b>	Full-time	<b>COST CENTER:</b>	221
<b>REPLACES:</b>	Police Dispatcher, Senior	<b>LAST REVISED DATE:</b>	07/17/2013

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**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.

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**DUTIES AND RESPONSIBILITIES:**

1. Receives calls for emergency assistance and other calls for service from general public and other public agencies. Types requests for police assistance into Computer Aided Dispatch (CAD) system. Appropriately transfers requests for fire and emergency medical services. Utilizes TTY as required. Assists citizens with non-emergency questions and problems.
2. Dispatches police units to CAD calls for service and emergency scenes by computer, by radio, and by telephone. Maintains radio contact and tracks the status of all units
3. 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 agencies to validate the hit. Pulls warrant records if hit has been entered by Overland Park police or court officials. Updates officers about information regarding hit.
4. Court preparation and testimony. Meets with prosecutors to clarify facts prior to trial; responds to questions from prosecutors, defense attorneys and judges; marks and packages evidence appropriately; reviews case reports and evidence prior to trial; recognizes physical evidence and persons during testimony; 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.
5. Checks all dispatch equipment and associated machinery to ensure proper working order.
6. Coordinates retrieval of information from other public safety agencies. Retrieves information from electronic and hard-copy resources and relays to requestors. Utilizes REJIS and NCIC computer systems to enter, query, and obtain information.
7. Handles requests from field personnel such as those for tows, ambulances, special equipment, public works services, and others. Contacts outside agencies for assistance as required.
8. Monitors various alarms such as City Hall, Westgate, Tomahawk Ridge, Matt Ross, Civil Defense, and Justice Center. When alarms sound, locates and activates buttons to silence alarm.

9. Monitors severe weather conditions. Records severe weather information in 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.
10. 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.
11. Performs data entry into CAD databases for special address flags and special circumstances information.
12. Performs data entry and verification of entries for REJIS and NCIC validation procedures.
13. Conducts quality assurance audits and assists with various personnel screening records checks.
14. 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.
15. 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.

## GENERAL QUALIFICATIONS

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### EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

- Basic education including typing or additional equivalent experience.
- Must be a US Citizen.
- **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:

- Two years of telephone and radio dispatch 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.