

POSITION TITLE: POLICE DISPATCHER
DEPARTMENT: SAFETY
DIVISION: POLICE

**CITY OF
BOWLING GREEN**

REPORTING RELATIONSHIPS

Police Lieutenant / Service Bureau

POSITION REPORTS TO

DIRECT REPORTS BY TITLE: _____

None

DIRECT: 0

INDIRECT: 0

POSITION FUNCTION

This position is responsible for serving as a primary point of contact for citizens requiring police and/or other City services and providing Deputy Clerk of Court services

JOB RESPONSIBILITIES

Answers 911 calls and directs calls to appropriate emergency responder

Receives incoming phone and radio communications

Provides detailed information to public and Division personnel

Assists and directs the general public

Enters data into a computerized record management system

Accesses a variety of local, state and national computer systems to inquire, enter, and/or update information

Serves as Deputy Clerk of Court

Accepts monies and issues receipts for parking tickets, bike licenses, reports, parking permits and others

Accepts bond and waiver monies on behalf of the Bowling Green Municipal Court and other courts

Monitors and records the activities and locations of on-duty officers through the use of radio, telephone, and mobile data terminals

Retains, maintains, and disseminates division records/files

Inputs data and verifies accuracy of data entered by others

Prepares documents for other government offices and for the general public

Prepares and submits division payroll to the Finance Department

Prepares and presents community programs

Performs other related duties as assigned

PHYSICAL REQUIREMENTS

Job requires incumbent to sit, talk/hear and use hands to finger, handle or feel. Must be able to focus clearly at 20 inches or less.

REQUIRED SKILL SETS	
<p><i>Occupational/Technical Skills</i></p> <ul style="list-style-type: none"> Ability to use database, word processing and/or selected job-specific software Ability to use communication equipment (telephone, radio) Knowledge of City and division rules, regulations, practices and procedures General knowledge of Law Enforcement practices and procedures Knowledge of Municipal Court practices and procedures Ability to interact effectively and professionally during stressful situations <p><i>Administrative Skills</i></p> <ul style="list-style-type: none"> Ability to analyze and resolve situations and problems Ability to organize work, set priorities and meet critical deadlines with a minimum of direction Ability to handle multiple priorities and projects Ability to process paperwork effectively Ability to keep clear and accurate records and reports Ability to use a computer terminal to accurately and rapidly enter and retrieve data and information Knowledge of filing methods and records management techniques Knowledge of modern office equipment <p><i>Cognitive Skills</i></p> <ul style="list-style-type: none"> Ability to deal with a variety of concrete variables in situations where only limited standardization exists Ability to make timely, sound decisions Ability to interpret a variety of instructions in written, oral, diagram or schedule form 	<ul style="list-style-type: none"> Ability to interpret documents such as safety rules, operations and maintenance instructions, and procedure manuals Ability to interpret technical procedures, and government regulations Ability to perform standard business arithmetic, including percentages and decimals Ability to create and readily draw on a large pool of diverse sources of information Ability to process or generate information without either overlooking important items or getting enmeshed in technicalities <p><i>Communications Skills</i></p> <ul style="list-style-type: none"> Ability to let people know of decisions, changes, and other relevant information in a timely fashion Ability to speak effectively one-to-one Ability to demonstrate attention to and convey understanding of the comments or questions of others Knowledge of correct English usage, including spelling, grammar, punctuation and vocabulary Ability to prepare clear and concise reports, correspondence and other written materials <p><i>Interpersonal Skills</i></p> <ul style="list-style-type: none"> Ability to use tact and discretion Ability to develop and maintain smooth, cooperative working relationships with peers, subordinates, and superiors Ability to deal courteously and diplomatically with the general public Ability to maintain issue confidentiality Ability to arrive at constructive solutions while maintaining positive working relationships

DESCRIPTION OF WORKING CONDITIONS
Work is performed indoors in situations that can be noisy

EXPERIENCE AND/OR EDUCATIONAL REQUIREMENTS
High school diploma or equivalent; LEADS certification; six months to one year of relevant experience; or any combination of education, training and work experience which provides the required skill sets to perform the essential functions of the job.

The requirements listed 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. This Position Description is intended to identify and illustrate the kinds of duties that may be assigned to its incumbents. It should not be interpreted as describing all of the duties that may ever be required of such an employee, or be used to limit the nature and extent of assignments such individuals may be given.

Completed by Resource Management Strategies, Inc. (RMS) on July 3, 1999. This position Description is based on a Position Analysis Questionnaire (PAQ) completed by the incumbent.