

**City of Martinsburg**



<b>JOB: POLICE DISPATCHER II</b>	<b>DATE: 9/21/2018</b>
<b>PAY GRADE: 10</b>	<b>CODED TITLE: 145</b>
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<b>1. TASK &amp; DUTIES LIST AND MEASURES OF PERFORMANCE FOR: POLICE DISPATCHER II</b>		
<ul style="list-style-type: none"> <li><b>PAY STATUS: NON-EXEMPT</b></li> </ul>		
<b>2. REQUIREMENTS:</b>		
<b>Education:</b>	High school diploma or GED equivalent with specialized course work in general office practices such as typing, filing, accounting, or bookkeeping and two (2) years of increasingly responsible related experience or any equivalent combination of education and experience.	
<b>Licensing, Registration or Certification:</b>	Background check must be satisfactory. Pre-employment screenings must be passed. Must possess and maintain a valid WV drivers license. Must be a certified teletype operator.	
<b>Experience</b>	Education and/or experience above or any equivalent combination of education and experience.	
<b>Skills, Knowledge and Abilities:</b>	Working knowledge of computers and electronic data processing. Ability to operate communications switchboard, including computer aided systems; teletypes, personal computer including word processing software; copy/fax machine and radio. Working knowledge of modern office practices and procedures. Some knowledge of accounting principles and practices. Ability to perform duties accurately. Ability to effectively meet and deal with the public. Ability to communicate ideas effectively both orally and in writing, with people on all levels and to follow and give verbal and written instructions. Ability to establish and maintain effective working relationships with City officials, department heads, associates and the general public. Ability to operate police radio, computer and other tools and equipment provided by the department. Ability to work in stressful situations and respond to in a professional, calm and reasonable manner.	
<b>Physical:</b>	<b>Body Positions:</b>	Standing, walking, sitting.

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		<b>Body Movements:</b>	<p>Must use hands to finger, handle, feel or operate objects, tools, or controls.</p> <p>Must be able to meet any required physical standards.</p> <p>Reach with hands and arms.</p> <p>Must be able to occasionally lift and/or move more than 10 pounds.</p> <p>Stand, walk, sit.</p>
		<b>Body Senses</b>	<p>Sight, hearing, speech and smell. Must be able to speak and hear. Specific vision abilities include close vision and the ability to adjust focus.</p>
	<b>Mental:</b>	<b>Language</b>	<p>Ability to read, speak and write English. Ability to effectively communicate and project positive attitude. Must be able to communicate effectively verbally and in writing.</p>
		<b>Supervision Exercised</b>	None
		<b>Reasonable Accommodations</b>	Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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**3. TASKS and DUTIES OF JOB: General Definition: Performs variety of routine clerical, administrative and technical work in receiving and dispatching routine and emergency information; keeping official records; and assisting in the administration of the standard operating policies and procedures of the dispatch center. While performing the duties of this job, the employee works in a comfortable office environment. Noise level in the work environment is usually low.**

<b>1</b>	Maintains the required confidentiality of all work. Work is confidential and released to the public only by authorized personnel.
<b>2</b>	Monitors telephones and radio in the dispatch center, answers all incoming calls, ascertains nature of call, gathers all necessary information to transmit or relay.
<b>3</b>	Dispatched police and other response vehicles for emergency responses; broadcasts nature, location and time of incident; contacts all required personnel and other local concerns such as the Fire Department in the event of an emergency situations; insures the presence of reserve units by

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		contacting personnel designated for call-back; relays information as required.
	<b>4</b>	Maintains log on radio and telephone communications, location of personnel and equipment; in the event of an emergency situation, maintains on-going contact with the responding personnel and keeps them informed of all incoming pertinent information; keeps track of various information such as traffic lights out and streets closed and keeps emergency personnel informed.
	<b>5</b>	Maintains dispatch center work area and equipment in clean and working condition.
	<b>6</b>	Operates radios as needed and assists in radio communications; operates base radio as required.
	<b>7</b>	Operated office machines and/or computers as required.
	<b>8</b>	Composes, types and edits correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy and completeness.
	<b>9</b>	Inputs data to standard office and department forms, both manual and automated; makes simple postings to various reports; compiles and tabulates data.
	<b>10</b>	Maintains dispatch documents and records.
	<b>11</b>	Monitors individuals in holding cells for proper conduct, safety and medical or other needs.
	<b>12</b>	Monitors and records false alarms.
	<b>13</b>	Assists in training Dispatcher I and other employees as assigned.
	<b>14</b>	Any and all other duties assigned by Dispatcher III.
<b>4. MEASURES OF PERFORMANCE:</b>		
	<b>1</b>	Has a thorough understanding of job duties.
	<b>2</b>	Shows an interest in job and City. Represents the City in a professional and ethical manner.
	<b>3</b>	Communicates effectively with co-workers and supervisors. Maintains positive relationships with co-workers, City officials, the public and all contacts.
	<b>4</b>	Accepts and adapts to change, Learns new things quickly.
	<b>5</b>	Cares about quality-rarely makes errors, Requires little direct supervision, able to work independently.

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<b>6</b>	Has ability to multi task in changing situations, without undo stress or frustration.
<b>7</b>	Practices quality employee/customer service/phone manner/public engagement.
<b>8</b>	Accurate in duties as assigned.
<b>9</b>	Prepares required reports accurately and timely.
<b>10</b>	Strives to develop and maintain skills necessary to progress in the Police Dispatcher II position. Seeks opportunities to grow and develop in position.

**I have reviewed, and understand the task and duty description. The job description is not exhaustive, but is merely an accurate list of the current job. Supervision reserves the right to revise the job description or require that other tasks be performed when the circumstances of the job change: example, emergencies, changes in personnel, workload or technical development.**

**Employee**

**Date**

**Supervisor**

**Date**