



CITY OF CUSHING POSITION DESCRIPTION

JOB TITLE: Police Dispatch – Communications/Detention Officer
DEPARTMENT: Police Department
REPORTS TO: Operations Manager/Patrol Shift Sergeant/Master Police Officer
SALARY GRADE: 4
FLSA STATUS: Non exempt
SAFETY SENSITIVE: Yes

NATURE OF WORK / SUMMARY

Under direct supervision during training period and under limited supervision thereafter, is responsible for simultaneously operating a multi-channel radio console, computer terminal, and multi-line telephone while maintaining written records. Is responsible for receiving, coordinating, and disseminating critical information from various sources. Performs other duties as required.

Supports Operations Manager or Patrol Shift Sergeant or Master Police Officer

This position supervises the Prisoner Welfare.

ESSENTIAL JOB FUNCTIONS

- Prioritizes calls in order to provide timely and appropriate response by police officers and/or other public safety personnel (e.g. medical, fire, sheriff's departments, etc.) using telephones, radio in order to assign specific personnel and ensure rapid response.
- Communicates orally with Department employees, other law enforcement and criminal justice agencies, emergency service providers and general public to obtain and disseminate information using multi-line telephone system and multi-channel radio.
- Dispatches to law enforcement personnel in the field (e.g. patrol officers, investigators, etc.) information (e.g. All-Points Bulletin (APB), Attempt To Locate (ATL), etc.), on calls for service (e.g. 9-1-1, accidents, assistance, etc.), to respond to requests for information in order to meet needs of user groups using a multi-channel radio console, telephone, computer, callout lists.
- Retrieves information from automated files (e.g. OLETS, NCIC, MIS, etc.) to respond to queries from a variety of sources (e.g. law enforcement/criminal justice agencies, radio, telephone, the public, etc.).
- Answers and screens incoming multi-line telephone calls to provide assistance or refer call to appropriate person/department (e.g. messages, queries, 9-1-1, etc.) using multi-line telephone system.

- Communicates with a variety of callers to obtain complete information for dispatching a variety of law enforcement service (e.g. crimes, traffic accidents medical/fire emergencies, safety hazards, chemical spills, flooded roads/highways, downed power lines etc.) by using telephone, and fire, ambulance, callout manuals, maps and phone listings in order to provide appropriate assistance using the telephone, information database and multi-channel radio.
- Listens carefully and questions radio and telephone callers to ensure accuracy and completeness of information received by recording and verifying data and by redirecting callers to appropriate information source or jurisdiction.
- Operates multi-line telephone, records information (on calls for service cards, phone message forms, etc.) while simultaneously operating a multi-channel radio console and computer terminal in order to receive and respond to inquiries for service or assistance of a routine or emergency nature from user groups.
- Types on a computer terminal keyboard to input, update, request, transmit or query information from a variety of sources (telephone, teletype, radio) to maintain current, accurate records, or to access information data bases (e.g. OLETS/NCIC, etc.) for information, wants and warrant checks, intelligence, driver's license and vehicle registration checks.
- Uses standardized codes, language and abbreviations when writing and dispatching information in order to ensure clarity of information and uniformity of communications as directed by supervisor.
- Interprets telephone or radio callers' locations from maps by applying knowledge of state highway system and geography in order to provide appropriate and timely assistance.
- Maintains status and location of law enforcement units and other department employees using a multi-channel radio console.
- Maintains handwritten or computer-generated logs (e.g. communication, tow-truck, etc.) to ensure accurate chronology of events by writing or inputting necessary information or data to preserve information for legal or evidentiary purposes.
- Assesses a situation to determine if other services are needed by applying knowledge of available services or resources to assist callers.
- Assesses the nature and priority of calls received in order to determine the appropriate number and type of personnel and equipment to dispatch.
- Maintains awareness of other activities in the communications center (e.g. 9-1-1 calls, critical incidents, etc.) in order to connect related information and provide additional support should it be necessary by visually and audibly monitoring the work environment.
- Monitors a variety of communications equipment (e.g. radio consoles, phones, alarms, etc.) to ensure it is operational by ensuring control panel lights are appropriately lit.

- Dispatches or requests services of public service units (e.g. water maintenance, road/highway maintenance, utilities, etc.) to calls for service in order to respond to needs of citizens and user groups through multi-channel radio console, telephone, call-out manuals or databases, etc.
- Assesses whether callers and/or visitors should have access to information being requested to ensure confidential information is disseminated only to authorized personnel.
- Reads/interprets, city, county, state maps for the public, field personnel, and other law enforcement/criminal justice agencies in order to assist in locating certain geographical areas using the state of Oklahoma map, U.S. Atlas, and city and county maps.
- Issues case numbers by accessing specialized databases in order to track locate and cross-reference reports at various stages of processing.
- Reviews daily bulletins (e.g. All-Points Bulletin (APB) summary, Attempt to Locate(s) ATL(s) by reading bulletin summaries, and teletypes in order to remain current on wanted suspects, stolen vehicles and other officer safety issues.
- Reviews shift's activities at end of shift with relieving dispatcher to ensure accurate exchange of information (e.g., review of calls for service cards, notes, etc.).
- Provides general information to the public (e.g. phone numbers, agency services, etc.) using telephone directories and reference materials in order to serve the needs of the public.
- Sorts, cross indexes and files communication center information materials (e.g. teletypes, "hits," logs, etc.) alphabetically or numerically, etc., in order to ensure accuracy and availability accessibility of records pertaining o communications operations.
- Monitors and helps maintain 24-hour recorder system of all communication conversations.
- Answers and takes calls of an abusive or threatening nature (e.g. irate, emotionally upset, mentally unstable, suicidal callers, bomb threats, etc.) to evaluate the needs and initiate the appropriate response.
- Processes incoming computer message from other criminal justice agencies by reading a computer screen.
- Reviews and updates computerized callout information files by inputting new or amended notification lists in order to ensure current, accurate data.
- Attends meetings and in-service training to maintain knowledge level, exchange information (e.g. issues, problems, suggestions, policies/procedures etc.).
- Remains current on job specific procedures through attending training courses in order to apply appropriate methodologies.

- Rides with Cushing police officers to learn geographical areas of dispatch responsibility and to become familiar with highways, landmarks, patrol boundaries, etc.
- Monitors a variety of alarms by recognizing alarm signals (fire alarm, etc.) and verifies violation/problem in order to ensure facility safety, building, and equipment security.
- Operates a multi-channel, battery operated, portable radio for emergency backup when consoles become inoperable or non-functional in order to provide two-way communication (radio contact) between the dispatcher and user groups.
- Shreds highly sensitive written material that is no longer needed in a shredder in order to ensure its restricted status.
- Greets visitors (e.g. Departmental personnel, other state or law enforcement agency personnel, and the general public) in person in order to provide assistance or refer to appropriate staff member/section.
- As a member of the communications officer team, assist with keeping the work area clean (e.g. radio area, kitchen).
- In compliance with state jail regulations, complete the required book-in/book-out procedures when prisoners are brought into our detention facility.
- In compliance with state jail regulations, visually monitor detention inmate's hourly, documenting observations on the required form.
- In compliance with state jail regulations, prepare and distribute inmate meals during the morning, noon, and night according to an established menu.
- Administer prescribed medication to inmates.
- Through observation have the ability to seek medical attention for inmates.
- Once inmates have been released from the detention facility, ensure that all eating utensils, blankets, etc., are removed from the jail cell.
- Once an inmate has been released from the detention facility, ensure that the cell mattress, sink, and toilet are cleaned with appropriate disinfectants before another inmate occupies the cell again.

EDUCATION, TRAINING, AND EXPERIENCE REQUIRED

- Must be at least 18 years of age.
- No felony convictions.
- High school diploma or equivalent.

- Ability to type at a speed necessary for adequate job performance.
- Ability to work in a small, confined area with limited mobility, without breaks, for extended periods of time.
- Ability to work irregular hours, holidays, and weekends.
- Skill to communicate clearly and concisely both orally and in writing.
- Skill in effective listening.
- Ability to establish and maintain courteous and effective working relationships.
- Ability to work effectively under extremely stressful conditions.
- Ability to maintain emotional control and function effectively during an emergency or crisis situation.
- Ability to develop and maintain effective working relationships.
- Ability to write legibly.
- Ability to memorize, retain and accurately recall information.
- Ability to adapt to constantly changing situations and effectively take appropriate action.
- Ability to organize, prioritize and adapt appropriate action.
- Ability to read, understand and interpret moderately difficult to complex written information (e.g. policies, procedures, rules, regulations, statutes, ordinances, etc.).
- Ability to work independently with minimal supervision.
- Ability to exercise good judgment in the safeguarding of confidential or sensitive information.
- Skill in the use of computer/keyboard devices to retrieve and/or enter information.
- Skill in effectively making decisions based on a limited amount of information.
- Ability to perform detailed work with a high degree of accuracy.
- Skill in decision making/problem solving in crisis or emergency situations.
- Ability to understand verbal instructions in the use of specialized equipment.

- Ability to accurately understand various transmissions (e.g. telephone, radio, etc.) and transcribe information, (e.g. numbers, letters, names, and facts) from one source to another in a timely manner.
- Skill in the use of modern office equipment (e.g. various keyboards, 24-hour recording machines, multi-line telephone system, photo copiers, radio devices, FAX machines, shredders, etc.).
- Ability to operate a multi-line telephone system and switchboard, answering and appropriately directing multiple incoming calls.
- Ability to effectively interpret a variety of maps and dispatch information to field personnel.
- Knowledge of business English, spelling, grammar, and punctuation required to produce and proofread moderate to complex written documents.
- Ability to accurately interpret and follow Department rules and guidelines, (e.g. policies/procedures.).
- Ability to work within deadlines in order to complete assignments within a designated time period.
- Ability to calculate mathematical problems involving addition, subtraction, multiplication, and division of simple to moderate difficulty.
- Skill in the operation of a multi-channel radio, with multiple frequencies.
- Skill in the accessing and using a variety of computerized databases (e.g. NCIC, OLETS, etc.).
- Ability to greet visitors in person in a courteous, professional, and effective manner.
- Skill in accurately distinguishing a variation of radio voice transmissions.
- Ability to develop and participate in teams and work groups.
- Skill in recognizing and monitoring communication equipment problems and notifying appropriate personnel for repair.
- Ability to compose written materials (e.g. police reports, etc.) of moderate to complex difficulty.

SPECIAL CERTIFICATES, REGISTRATIONS, LICENSES REQUIRED

- Valid State Driver's license and have a sufficient driving record for City's insurance carrier.
- Successful completion of the Oklahoma Law Enforcement Telecommunications Systems (OLETS) prior to or within six (6) months of employment.
- Possession of, or ability to obtain, an appropriate valid jail detention certificate Requires the successful passing of an extensive background investigation & all required physical, psychological & skill testing.
- You must have an excellent history of personal conduct, behavior, and employment.

PHYSICAL/MENTAL REQUIREMENTS

- Must have strength sufficient to assist with the processing of unruly prisoners.
- Must be able to act quickly and accurately in response to emergencies.
- May require periods of prolonged sitting.
- Must possess mental acuity for attention to detail and accuracy.
- Must have the ability to work under stressful situations.
- Ability to work rotating shifts.

ENVIRONMENTAL CONDITIONS AND SAFETY CONCERNS

While performing the duties of this job, the employee works in an office environment with computers, printers, and telephones.

NOTE

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

SAFETY SENSITIVE

Police Dispatch – Communications/Detention Officer is a designated safety sensitive position under 63 O.S. § 427.8 *et seq.*