

**CITY OF STUART  
JOB DESCRIPTION**

**Title:** POLICE DISPATCHER I

**Department:** Police

**Job Code:** 6160

**Grade:** H12

**Exempt Status:** Non-Exempt

**CHARACTERISTICS OF THE CLASS**

Under general supervision of the Police Dispatch Supervisor, is responsible for receiving information from the public, both emergency and non-emergency and relaying that information to the correct individuals, according to policy, procedures, and the rules and regulations in Florida Crime Information Center (FCIC) / National Crime Information Center (NCIC) as well as established departmental policies, procedures, and guidelines. Incumbent must be able to perform many tasks simultaneously, such as listening to the radios, entering information into the computer system and answering phone lines. The incumbent must be able to act without close supervision and must be able to exercise independent judgment. Incumbent in this class is required to work on a shift schedule, holidays, weekends and overtime as necessary. Work is reviewed through observation, conferences and review of daily written reports for results obtained and adherence to established policies and procedures.

**EXAMPLES OF ESSENTIAL FUNCTIONS**

1. Answers emergency and non-emergency calls for service and dispatches officers to calls; answers non-emergency phone requests for referrals/information; answers radio transmissions and responds according to rules and regulations.
2. Logs radio transmissions into CAD; inputs call information into CAD.
3. Searches for and retrieves information from in-house and remote databases; runs FCIC/NCIC computer checks; teletypes other agencies for information and confirmations.

Police Dispatcher I  
Revised December 1999  
Revised November 2000  
Revised June 2001  
Revised August 2004  
Revised July 2007  
Revised October 2011

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4. Calls outside agencies as needed, such as taxis, tow trucks, ambulance, and fire department to notify of pending situations that require their assistance.
5. Prepares, summarizes, and analyzes a variety of reports.
6. Responds to walk-in citizens; monitors equipment for malfunctions; takes messages for officers.
7. Maintains track of all officers on duty.
8. Supplies telephone directory service assistance for law enforcement and community services to department members and the public.
9. Inputs and removes required information into/from the FCIC/NCIC computer.
10. Responds to inquiries for information and confirmations from other agencies via the Teletype and/or telephone.

NOTE: The examples of essential functions as listed in this classification specification are not necessarily descriptive of any one position in the class. The omission of an essential function of work does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

**REQUIREMENTS**

**A. Training and Experience:**

Must be 18 years of age with High School Diploma or equivalent. Basic typing and computer skills required. FCIC / NCIC Certification preferred. Must have a valid FL Driver License. Must meet current state training requirements to obtain/maintain FCIC/NCIC certification. Passing score on the current computer based dispatch skills test. When mandated by the State of Florida, must be state certified or successfully complete and pass state certification within 6 months.

**B. Knowledge, Abilities and Skills:**

Knowledge of departmental operations.

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Knowledge of data processing and transmission principles utilized in computerized information systems.

Knowledge of modern office practices and procedures.

Knowledge of city and department rules, regulations, policies and procedures.

Knowledge of FCIC and NCIC rules, regulations, policies and procedures.

Ability to process and enter information into computerized systems.

Ability to use discretion in making prompt and independent decisions in accordance with departmental rules and regulations.

Ability to complete assignments accurately, completely and on a timely basis.

Ability to develop and maintain effective working relationships with employees, members of law enforcement and the public.

Ability to follow oral and written instructions and orders.

Ability to communicate effectively with superiors, peers, and the general public.

Ability to analyze situations quickly and objectively.

Ability to learn the geography of the City and surrounding areas.

Ability to maintain composure under emergency situations.

Ability to work effectively under stressful conditions.

Ability to learn and adapt to changing technologies and practices.

Ability to exercise discretion.

Ability to obtain/maintain current FCIC/NCIC certification.

Ability to work shift work.

Ability to work overtime as required, extended shifts, and flexible schedules including days, nights, weekends and holidays.

Skill in the use of modern office equipment such as; telephones, teletypes, typewriters, computer terminals and printers, radios, recorders, and facsimile machines.

**C. Physical Environment:**

Task involves some physical effort, i.e. standing, walking, bending, stretching, pushing, pulling;; light to moderate lifting (25 plus pounds); standard dexterity in the use of fingers, limbs or body in the operation of shop or office equipment. Task may involve extended periods of time at a keyboard.

**D. Environmental Requirements:**

Task is regularly performed without exposure to adverse environmental conditions.

**E. Sensory Requirements:**

Task requires sound perception and discrimination.  
Task requires visual perception and discrimination.  
Task requires oral communications ability.  
Task requires color perception and discrimination.  
Task requires odor perception and discrimination.  
Task requires texture perception and discrimination.  
Task requires depth perception and discrimination.