

# Standard Operations Policies and Procedures Manual

## Elm Grove Police Department, Wisconsin

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### SOPP 10.01.093 JOB DESCRIPTION - PART-TIME DISPATCHER

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Revised Policy:                      Amends:                      New Policy:                      Reviewed By:

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STAFFING

#### JOB DESCRIPTION- PART-TIME DISPATCHER

NOTICE: This description is not intended as a complete listing of the specific duties and responsibilities of this position. It does not limit or modify the right of the employing authority to assign, direct, and/or control the work of employees under their supervision. Nothing contained herein is intended or should be construed to create or constitute a contract of employment between any employee or group of employees. The employing authority retains and reserves any and all rights to change, modify, amend, add to or delete from any section of this document as it deems in its judgment to be needed and proper.

#### POSITION DESCRIPTION

Division: Administrative  
Status: Non-exempt  
Supervision Received: Dispatch Supervisor  
Supervises: None  
Civil Service Status: N/A  
Probation: N/A  
Employment Status: Part-time and At-Will  
Work Hours: Varied

#### NON-EXCLUSIVE LISTING OF ESSENTIAL FUNCTIONS

With or without accommodations, member must be able to:

1. Get along well with others.
2. Have regular and predictable attendance.
3. Exercise rational judgment.
4. Maintain the confidence and trust of the Chief of Police, superiors, Department members, and general citizenry.
5. Be able to work independent of direct supervision.

#### DUTIES AND RESPONSIBILITIES

Receive requests for emergency and non-emergency services (requests may be in person, via telephone, via radio network or via teletype). Obtain sufficient information to determine the appropriate agency, and if emergency or administrative action needs to be taken.

Dispatch and direct emergency personnel, consider call priority, availability and the number and types of personnel needed.

Monitor and coordinate departmental and inter-agency activities.

Operate, maintain, and validate data in local, state, national, and international computerized criminal justice data bases.

Solicit informational responses, coordinate and communicate responses and monitor on-going activities to upgrade information received by field units as well as to enhance officer safety.

Organize, catalog, maintain, and tabulate Departmental files and records.

Perform collateral duties and special assignments at the direction or request of Departmental Supervisors.

Operate and provide first line maintenance and perform preliminary diagnostics on all telecommunications and office equipment located in the Dispatch Center.

Provide on-the-job training for new tele-communicators and other departmental personnel designated for training.

Exercise discretion in a manner consistent with Departmental Policy and Procedures.

Responsible to and accountable for compliance with Departmental Rules & Regulations, orders, and directives.

Access cash register and receive fines and fees, validate checks, and make change as required.

Receives and transmits emergency and non-emergency calls.

#### MINIMUM QUALIFICATIONS

- A. Possess a valid Wisconsin driver's license.
- B. Must be able to pass a background check.
- C. Ability to pass a physical exam and drug test.
- D. Ability to write clear and concise logs.
- E. Ability to prepare and maintain records and reports.
- F. Ability to effectively work and communicate with coworkers, the general public and public officials.
- G. Willingness to work in hazardous conditions in the pursuit of duties.
- H. Ability to type 40 words per minute.
- I. Ability to calmly handle emergency situations.
- J. General knowledge of computers with the ability to store and retrieve data.
- K. Willingness to work shifts, holidays, weekends and be on call 24/7.

#### LICENSE, EDUCATION, AND CERTIFICATION REQUIREMENTS

Valid Wisconsin driver's license;  
High School degree or equivalent.

#### KNOWLEDGE, SKILLS, AND ABILITIES

##### Knowledge

The incumbent is expected to have, and develop, knowledge of: bookkeeping; inventory control; purchasing; Department computer operations; two-way radio operations; data processing techniques and procedures; word processing and related software; Department practices, policies and procedures; law enforcement administration, structure and process; public relations; legal terminology; English grammar and spelling; records management; judicial processes and jurisdictional limitations; workplace safety.

##### Skills

The incumbent must be able to perform: transcription; typing 45+ WPM; data entry; word processing; computer operation; use of modern Department equipment.

##### Abilities

The incumbent must be able to: carry out simple instructions; interpret a variety of instructions in written, oral, picture, or schedule form; understand, interpret, and apply laws, rules, or regulations to specific situations; add, subtract, multiply, and divide whole numbers; prepare routine correspondence; prepare accurate documentation; compile and prepare reports; respond to routine inquiries from public and/or officials; communicate effectively; maintain records according to established procedures; handle sensitive or technical inquiries from and contacts with officials and general public; develop and maintain effective working relationships; operate clerical equipment; operate a two-way radio to receive and transmit messages; perform duties in a professional manner.

#### WORKING CONDITIONS

Work is performed indoors in standard office environment with an occasional requirement of lifting heavy objects (e.g., Department supplies, records, etc.).

In addition to standard office environment, the incumbent has:

1. Exposure to firearms.
2. Exposure to crowds.
3. Exposure to potentially violent or emotionally distraught persons.
4. Exposure to life-threatening situations.
5. Necessity for frequent sitting for extended periods of time.
6. Exposure to close contact with computer monitors.

#### CAUSE FOR REMOVAL

The incumbent may be removed with or without fault. Economic conditions that cause reductions in work force, the member's inability to attend regularly to work, and a failure to perform competently on any of the essential functions of the position or consistently fail to perform competently on regular tasks are among the major reasons for job removal without fault. Failure to support the mission, uphold the oath of office, behave in a manner that supports the Law Enforcement Officer's Code of Ethics, continually comply with preconditions for original employment, or display due regard for the civil liberties of any persons; or accruing atypical amounts of dysfunctional work time and/or requiring atypical amounts of Supervisory counseling or remedial training will lead to removal.

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