City of Seymour

Job Description

Job Title: Dispatcher
Department: Seymour Police Department
Work Schedule: 7 AM to 3 PM, 3 PM to 11 PM, or 11 PM to 7 AM, five days a week
Supervised by: Assistant Chief of Police
Supervises: None
FLSA Status: Non-Exempt
Date Written: 7/11/01
Status: Part-Time Full time
Date Revised: 9/4/14

Serves as Dispatcher for the Seymour Police Department, Seymour Fire Department and Jackson County Ambulance. Responsible for receiving calls into the Department, monitoring the radio, and operating 911 terminals.

General Duties:

1. Answer telephone and greet visitors, providing information and assistance, taking messages and transferring/directing to appropriate individual.
2. Operate the communications center.
3. Receive, transmit and re-route teletype messages.
4. Dispatch patrol cars and other emergency services.
5. Monitor police and other governmental agencies.
6. Operate computer network.
7. Operate enhanced 911 terminals and handle emergency calls for service.
8. Filing.
9. Maintain and program functions of radio console.
10. ~~Monitor alarm panel~~.
11. Perform other duties as assigned by the Chief or Assistant Chief of Police.

Physical Effort:

Needs to perform duties in a standard office environment which may involve sitting for long periods and lifting objects weighing less than 25 pounds. Employee will be required to work various shifts.

Working Conditions:

Employee maintains frequent contact with co-workers and the public for the purpose of exchanging information. Employee also frequently works with little or no supervision. Employee will be required to remain calm in stressful situations.

Education:

High School Diploma or GED required.
Education in a vocational, technical or college setting desirable.

Work Experience/Job Requirements:

Experience in dealing with the general public.
Computer skills required.
Dispatch experience helpful.
Must speak fluent English.
Must have a valid driver's license.
Must be at least 18 years of age.
No felony arrests or convictions.
Must be a citizen of the United States.

This description is intended to describe the type and level of work being performed by a person assigned to this job. It is not an exhaustive list of all duties and responsibilities required by a person so classified.