

March 5, 2010
Revised June 29, 2010

CITY OF VENICE

JOB ANNOUNCEMENT NO. 1525

POLICE DISPATCHER

DEPARTMENT: Police

DIVISION: Communications

PAY GRADE: AFSCME Grade 124

JOB CONTENT: Serves as the communication for the Police Department.

CITY'S EXPECTATIONS: All City of Venice employees are expected to demonstrate **PRIDE** in their jobs by being **P**roductive, **R**esponsible, **I**nnovative, **D**edicated and **E**thical.

In addition, certain essential city services are required to be maintained in any civil emergency. Depending upon the type of emergency, any and all employees may be activated as essential employees in the event of an emergency.

ESSENTIAL FUNCTIONS:

1. Functions as the initial contact between the Police Department and the public.
2. Screens incoming calls, directing them to the proper division.
3. Brings to closure information and referral requests from the public.
4. Serves as a telephone crisis intervener during an emergency situation.
5. Maintains initial records for the department as well as recording and maintaining the phone and radio logs for incoming calls.
6. Functions as a police dispatcher, maintaining radio contact with field units dispatching personnel and vehicle when appropriate.
7. Renders any and all assistance to the public when called upon to do so.
8. Functions as a "life link" to the police officer, imparting safety and any other vital information.
9. Inputs data into the computer.
10. Other duties as assigned.

EDUCATIONAL REQUIREMENTS: High school graduate or equivalent. Required to take the T.A.B.E. test administered by Florida Job Service (Jobs Etc.) and the Dispatch and Call Taker Personnel Video Testing System by the Venice Police Department. Must be able to complete Police Department training program as well as attain State and Federal certification requirements for Telecommunications Operators (FCIC/NCIC) and maintain certifications as required. Requires a working knowledge of Microsoft office 2000 or higher to include Word and Excel. Must have a basic understanding of Windows 2000 professional operating system. Familiarity of AS400/HTE applications preferred. Working knowledge of the GroupWise email application or equivalent and Internet Explorer is also highly recommended.

SKILL REQUIREMENTS: Must possess professional public and telephone manners and a proven customer service background, work with people; ability to manage and operate multi-line telephone system, demonstrate effective telephone skills, use sound judgment. Demonstrate good work habits and reliable attendance, be of good moral character and pass both a polygraph exam and thorough background check. Perform duties effectively under pressure of stressful situations, use good judgment in context of department policy/procedures, including ability to perform multiple functions/tasks simultaneously. Display not only effective communication skills but also crisis intervention skills. Possess working knowledge of department functions and outside agency services. Ability to assess a situation, make effective decisions leading toward an actual solution for the problem. Exhibit strong organizational skills; dealing with more than one situation that may involve handling complaints, as well as an emergency. Provide accurate typing/data entries. Enter information/data into the computer in a timely and error-free manner. Prefer knowledge of Venice geographical area.

PHYSICAL REQUIREMENTS: Must be in good physical health, have color vision, and able to sit for long periods of time. Sufficient dexterity to handle the radio, telephone and computer equipment. A clear and understandable speaking voice and ability to hear well, with or without a hearing device. Must be able to work effectively under pressure of stressful situations and use good judgment in context of department policy/procedure. Reasonable accommodation will be considered for applicants with physical disabilities.

RESPONSIBILITIES: Functions as the initial contact between the Police Department and the public.

SUPERVISION EXERCISED: None

WORKING CONDITIONS: Works in an office environment. The Venice Police Department is a 7-days a week, 24-hours a day operation. The applicant expects to work various shifts for 24-hour coverage, including holidays and weekends, and may be required to work overtime as needed. Newly hired employee is in probationary status for one year from date of hire.

SELECTION PROCESS: The selection process for the Dispatcher position in the Venice Police Department will consist of the following steps:

1. Ergometrics test containing components to assess job related skills, abilities, etc.
2. T.A.B.E. test administered by Florida Job Service (Jobs, Etc.) with arrangements made by the Venice Police Department.
3. Prefer candidate able to type 35 wpm and spell accurately. Typing test will be administered by the Venice Police Department.
4. Oral Interview in which applicants will be scored on their responses to questions.
5. Candidate must pass a police background investigation, polygraph, drug test, and pre-employment physical examination.

OTHER: It is understood that every incidental duty connected with operations enumerated in the job description is not always specifically described, and employees, at the discretion of the City, may be required to perform duties not within their job descriptions.

STARTING SALARY: **\$15.0393/Hr. (AFSCME Grade 124)**

(Except as may be provided in Article XXI of the AFSCME Agreement for promotion, transfers, demotions, etc.)

PLEASE NOTE: Any interested applicant must make written application to the Administrative Services Department prior to the deadline of **4:00 p.m. on Tuesday, July 13, 2010.** Current city employees must submit a City of Venice application form and updated resume to Administrative Services Department prior to the deadline.

The City of Venice is an Equal Opportunity Employer