

City of Venice, Florida Job Announcement No. 1540

Classification Title: Police Dispatcher

Department: Police Department

Division: Communications

Pay Grade: (AFSCME) 124

FLSA Status: Non-Exempt

General Statement of Job

Serves as the initial contact for the Police Department.

City Expectations:

All City of Venice employees are expected to demonstrate **PRIDE** in their jobs by being **Productive, Responsible, Innovative, Dedicated and Ethical**.

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.

Specific Duties and Responsibilities

Essential Functions:

1. Answers telephone to determine whether a police response is needed.
2. Maintains radio contact with field units dispatching personnel and vehicle when appropriate.
3. Functions as the primary link to the police force; communicating vital information and requesting additional emergency services as required.
4. Enters information received from caller into computer, and utilizes various software programs to research and obtain pertinent background data.
5. Provides crisis intervention during emergency situations via telephone.
6. Responds to inquiries from the general public to determine appropriate unit to obtain services and provides general information/assistance.
7. Accurately and legibly maintains records, recordings, phone/radio logs and other required documentation.
8. Monitors security cameras and radio frequencies.

Responsibilities:

Responsible for the accuracy and timeliness of all assigned functions and operations. Responsible in work to the Communications Manager.

Minimum Education and Training

High school graduate or equivalent and experience in customer service is required. Must be able to complete Police Department training program as well as attain State and Federal certification requirements for Telecommunications Operators (FCIC/NCIC) within one (1) year of date of hire. Required to maintain certifications.

Minimum Qualifications and Standards Required

Skill Requirements:

Ability to interact with the public in a professional, respectful manner and operate a multi-line telephone system. Ability to work independently of direct supervision and capable of sustaining regular and predictable attendance. Possess excellent listening, speaking, communication and crisis intervention skills. Have the ability to assess a situation and make effective decisions. Possess organizational skills and the ability to prioritize and perform multiple tasks in a fast-paced environment. Knowledge of departmental functions, outside agencies' services and the geographical area of Venice. Ability to establish and maintain effective working relationships with co-workers, supervisors, other City employees, governmental officials and the general public; maintaining the trust, faith and confidence of supervisory personnel. Possess a valid Florida Driver's license, free of any serious violations.

Requires a working knowledge of Microsoft office 2003 or higher to include Word and Excel. Must have a basic understanding of Windows operating system. Familiarity of AS400/Sungard applications preferred. Working knowledge of the Group Wise email application or equivalent and Internet Explorer is also highly recommended. Ability to timely and accurately enter data. Ability to learn specific computer applications used in the Police Department.

Physical Requirements:

Work is primarily sedentary involving sitting for prolonged periods of time, minimal physical exertion, walking, bending, lifting and stooping. Requires finger and wrist dexterity and hand/eye coordination to operate radio, telephone and computer equipment. Must have good eyesight and hearing with or without aids; and speak clearly and distinctly. Must be capable of functioning in a fast-paced, high-stress environment with multiple priorities. Reasonable accommodation will be considered for individuals with physical disabilities.

Working Conditions:

Work is primarily performed in an office environment. The Venice Police Department is a 7-days a week, 24-hours a day operation. Required to work various shifts for 24-hour coverage, including holidays and weekends, and may be required to work overtime as needed. Newly hired Police dispatchers are in probationary status for one (1) year from date of hire.

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.

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

1. Prefer candidate able to type 35 wpm and spell accurately. Typing test will be administered by the Venice Police Department
2. T.A.B.E. test. Scheduling the test will be made by the Venice Police Department.
3. Ergometrics test containing components to assess job related skills, abilities, etc.
4. Oral Interview in which applicants will be scored on their responses to questions.
5. Candidate must pass a police background investigation, polygraph, psychological profile and pre-employment physical examination including drug/tobacco use screening.

STARTING SALARY: \$15.0393/hour (AFSCME Grade 124)

(Except as may be provided in Article 9 of the AFSCME Agreement for promotion, transfers, demotions, etc.)

PLEASE NOTE: Any interested applicant must submit a written or on-line application to the Administrative Services Department before 4:00 p.m. on the closing date, which is **Friday, August 19, 2011.**

The City of Venice is an Equal Opportunity Employer