

POLICE DISPATCHER

The City of Napoleon is accepting applications for the position of Police Dispatcher (entry level or lateral). This position is responsible for monitoring and dispatching police officers and fire personnel; handles emergency calls; ability to work a variety of shifts; and be able to handle a high stress environment. Applicant must possess a valid State of Ohio Driver's License, pass a background investigation and be able to be licensed to access state computer systems. This is a full-time position with a pay rate of \$21.54-\$26.22 per hour. During the 12-week field training, the pay rate will be \$19.39 per hour for individuals with no experience. Applications may be obtained from the City of Napoleon's Administration Building, 255 W. Riverview, Napoleon and at www.napoleonohio.com. A completed application must be submitted by 4:00 p.m. on August 5, 2024, to be considered.

The City of Napoleon is an Equal Opportunity Employer.

City of Napoleon

Dispatcher

Department: Police
Reports To: Chief of Police or Designee
FLSA Status: Hourly (Non-Exempt)
Civil Service: Classified (Non-Competitive)
Union: NPOA
Approved By: Joel Mazur, City Manager
Last Updated: October 26, 2016

SUMMARY

A Dispatcher is responsible for receiving and sending messages via radio, teletype and telephone; also performs complex technical communicative and clerical work in the use of communications equipment in the Police Department. The work is performed in accordance with a standard routine under the general supervision of the Chief of Police and/or Lieutenant. Serves as lead worker over personnel as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned as required.

- Receives and transmits radio messages and maintains the radio log.
- Monitors teletype traffic and sends teletype messages, and maintains teletype message file.
- Takes telephone calls and passes information on to appropriate personnel and makes record of calls.
- Serves as a receptionist, personally handling routine inquiries and referring problems to appropriate personnel.
- Records dispositions of arrests in traffic log.
- Receives money for parking violations and other sources.
- Performs records check.
- Takes after hours emergency calls for the electric, water and street departments.
- Issues bicycle licenses.
- Types various materials as required.
- Trains new personnel in the use of communications equipment, records keeping systems, reference material, city geography and related areas and skills.
- Performs related work as required.

QUALIFICATIONS

- Some knowledge of or willingness to learn Federal and State regulations governing transmission by radio and teletype.
- Some knowledge of the geography of the City and surrounding area.
- Ability to type 35 wpm.
- Good communication skills
- Ability to operate computer terminal
- Ability to establish and maintain effective working relationships with police officers, other agencies and the public.

EDUCATION and/or EXPERIENCE

- Some knowledge of modern office practice and procedures; able to file documents and records.
- Some dispatching experience.
- Good physical condition.
- High School graduate or equivalent.
- Completion of necessary on-the-job training courses, or any equivalent combination of experience and training that provides the required knowledges, skills and abilities.

LANGUAGE SKILLS

- Ability to read, write, speak, understand, or communicate in English sufficiently to perform the duties of this position.
- Ability to speak distinctly.

REASONING ABILITY

- Ability to react effectively in emergency and stress situations
- Ability to follow moderately complex verbal and written instructions

CERTIFICATES, LICENSES, REGISTRATIONS

- Must possess and maintain a valid Drivers License.
- Eligibility for licenses prescribed.

PHYSICAL DEMANDS

- Have good hearing and eyesight with or without corrective measures.
- Must be able to lift fifty (50) pounds.

WORK ENVIRONMENT

- Ability to work any shift and possibly long hours with little notice.
- Work on site unless otherwise authorized.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily with or without reasonable accommodation and possess or have the qualifications listed. The requirements listed are representative of the knowledge, skill, and/or physical ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.