

## CITY OF WORTHINGTON

### POSITION GUIDELINES

**JOB TITLE: Radio Dispatcher**

**CLASSIFICATION: Nonexempt**

**DIVISION: Public Safety**

**DATE APPROVED: 2-4-92**

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#### SUMMARY

Controls the public safety communications for Nobles County during an assigned work shift. The centralized communications for Nobles County and the City of Worthington emphasize common public safety and the purposes of police, sheriff, fire, civil defense and other public safety organizations. The dispatcher is the key to operational efficiency through coordinating prompt response, proper referral of contacts, maintenance of communication records and monitoring systems and situations.

#### ACCOUNTABILITIES

Reports to: Police Chief

Supervises: Has no supervisory responsibilities

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Transmits or maintains all law enforcement and public safety communication within Nobles County during an eight-hour daily rotation work shift. Includes, but is not limited to, personal, telephone, radio, tutelage and computer communication with the general public, sheriff's department, police department, fire department, emergency services, civil defense and other public safety contracts.
2. Participates in dispatcher training and public safety preparedness programs. Includes maintaining a thorough knowledge and understanding of federal, state and local laws and regulations related to the transmission, monitoring and recording of communication information.
3. Establishes and maintains proficiency and safety awareness of communications and other public safety equipment. Includes maintenance of assigned and departmental equipment.
4. Initiates and maintains communication records as prescribed by federal, state and local laws and regulations. Includes, but is not limited to logging in-coming and out-going radio and telephone calls, answering and forwarding law enforcement and public safety contacts, computerized inquiry, monitoring and inputting the computer information system, monitoring and records maintenance for audio and visual security systems, maintaining communication system recordings, and compilation and filing of monthly and special reports.

5. Coordinates law enforcement and public safety operations for the City of Worthington and Nobles County through the centralized communications under routine and emergency conditions. Includes, but is not limited to, a constant awareness of current response capabilities, evaluation of priorities, initiation of appropriate and timely responses to events, monitoring the changing status on simultaneous events, and monitoring internal security systems for the Law Enforcement Center.
6. Assists with radio communications for the various departments of the City of Worthington. Monitors alarms and other operational control systems as assigned in order to provide prompt attention to conditions which may impair public services. Coordinates other public service communications as assigned.
7. Supports organization effectiveness by promoting positive attitudes toward the public safety division, its personnel and its policies or procedures. Actively supports good community relations through courteous and professional dealings with individuals and the public in general. Participates, as assigned, in public relations programs and civic or community group safety programs.
8. Cross-trains with other law enforcement office personnel, such as records section personnel, to assure the timely performance of all services especially during busy periods or when regular personnel are unavailable.
9. Testifies in court as needed.
10. The foregoing statements describe the principal functions of this position, but shall not be construed as an exclusive listing of all inherent requirements for the position.

#### PERIPHERAL DUTIES

Serves on various employee or other committees as assigned.

Attends seminars and workshops related to or relevant to the duties of the position.

#### EQUIPMENT

Radio equipment, personal computers, copy machine, fax machine, calculators, and telephones.

#### PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit for long periods of time and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; stoop, kneel or crouch.

The employee must occasionally lift and/or move more than 25 pounds. Specific vision abilities required by this job include close vision, and the ability to adjust focus.

### WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee typically works an 8 hour work day, rotating shifts in a law enforcement radio room setting.

The noise level in the work environment is usually moderate.

### JOB REQUIREMENTS

1. Minimum Qualifications  
Requires the ability to use proper business terminology, communicate messages and basic skills acquired by completing high school.
2. Desirable Education and Experience  
One year dispatch work, and requires the ability to use proper business terminology, communicate messages and basic skills acquired by completing high school.
3. Certification Required  
Not a job requirement.