



## JOB DESCRIPTION

Position Title: Dispatcher

Reports To: Sergeant on duty or senior officer on duty.

Department: Police

Work Schedule: Full-time: 12-hour shifts, hours vary from 36-48 hours per week.  
Part-time hours vary

Classification: Full-Time or Part-Time, as assigned.  
Hourly/Non-Exempt

### PURPOSE

Receive incoming communications; gather necessary information and dispatch, as appropriate. Document all communications in electronic records system. Perform receptionist duties; responds to questions from walk-in traffic.

### PRIMARY WORK LOCATION

- Office Environment
- Shop
- Vehicle

- Outdoors
- Other (specify) \_\_\_\_\_

### ESSENTIAL FUNCTIONS

*This information is intended to briefly state the key responsibilities of the position. The following examples do not identify all duties performed by an individual.*

- Receive emergency and non-emergency calls, relay information, translate information to the appropriate codes, and dispatch to appropriate department or agency personnel
- Operate the Indiana Data and Communication System (IDACS) system which interfaces with the National Crime Information Center (NCIC) computer
- Monitor fire and alarm systems within the community and dispatch, as required
- Controls access to Police Department secured areas
- Monitor various closed circuit cameras and report action, as necessary
- Receive and process handgun permit applications, as trained
- Perform various clerical duties including but not limited to; electronic dispatch log, dispatch reports, monthly FBI reporting, arrest and offense reports and any other local, state and/or federal reports
- Inform incoming dispatcher with any important details or activity that took place during shift (or previous shift, if applicable) to allow for seamless transition
- Maintain appropriate housekeeping and cleanliness of the work area
- Notify designated individual of any office supplies and/or equipment needs
- Perform other assignments that are similar, related or are logical to this position

JOB REQUIREMENTS	
Education	High School Diploma or GED or High School Equivalency
Experience	Previous police dispatch experience preferred but not required
Licensing	Valid driver's license

Certification	IDACS certified or the ability to achieve certification at completion of training
Background	Have no record of felony convictions.
Technical Skills	Acceptable operation of telephone, radio, computer, and other equipment relative to this position Basic computer skills (Microsoft Office, email, & typing), acceptable keyboarding/typing speed, effective writing skills
People Skills	Ability to exercise good judgment and to problem solve, high degree of integrity and trustworthiness, capacity to multi-task, adaptability, mental agility, effective listening skills, effective communication skills, work well as a team and collaborate effectively The ability to maintain composure under stressful situations, follow instructions, read and write clearly, spell correctly, think quickly and manage multiple communications simultaneously The ability to develop and maintain cooperative and professional relationships with fellow employees, departments and supervisors. Possess reasoning skills to reach logical conclusions to issues. Exercise effective judgement and decision-making skills to evaluate situations, establish priorities and resolve matters.
Manual Dexterity	Acceptable level of dexterity to successfully execute the essential duties and functions of the job

JOB DEMANDS				
OVERALL STRENGTH DEMANDS				
<input checked="" type="checkbox"/> Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.			
<input type="checkbox"/> Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly AND/OR walking or standing to a significant degree.			
<input type="checkbox"/> Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.			
<input type="checkbox"/> Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.			
<input type="checkbox"/> Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.			
NON-PHYSICAL DEMANDS	FREQUENTLY	OCCASIONALLY	RARELY	NEVER
Time Pressures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequent Change of Tasks	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Detailed or Exacting Work	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tedious or Repetitious Work	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ENVIRONMENTAL FACTORS				
Extreme Temperatures (heat and cold)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Wetness and/or Humidity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Noisy/Distracting Environment (sufficient to cause hearing loss)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Physical Hazards (dangerous machinery, high voltage)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Respiratory Hazards (fumes, gases, chemicals, dust)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Explosives	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fire Hazards	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communicable Diseases	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Physical Danger or abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**SUGGESTED IMMUNIZATIONS**

- None
- Tdap (tetanus)
- TB (tuberculous test)
- HepB (Hepatitis B series – 3 shots)
- Other (specify) \_\_\_\_\_

**TOOLS AND EQUIPMENT**

Effective use of computer and appropriate software; including but not limited to, Spillman and IDACS, Outlook, Microsoft Word, printer, cell phone, texting, radio and any other tools or equipment that are similar, related, or logical to carrying out the duties of the position.

**EXPECTED BEHAVIOR**

Employees are expected to serve in a capable, professional manner and support and promote the mission of their department as well as the City’s values, mission and vision which include;

**Angola Police Department**

The mission of the Angola City Police Department is to enhance the quality of life in the City of Angola by educating and working cooperatively with the public within the framework of the United States Constitution, too preserve peace, reduce fear, and provide a safe environment for the citizens of Angola.

**Angola’s Values:**

Trust/Integrity/Loyalty, Communication, Cooperation, Knowledge, Accountability/Responsibility, Fairness, Health, Balance/Family, Wisdom, Passion

**The job demands described here are representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.**

**The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of the position.**

**The job description does not constitute an employment agreement between the City of Angola and any employee and is subject to change as needs of the City of Angola and job requirements change.**

**I have read and understand this job description and agree that it my responsibility to seek clarification on anything I do not understand.**

Is there anything that would keep you from meeting the obligations and requirements of this job?

\_\_\_\_ No

\_\_\_\_ Yes

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date