

## RILEY COUNTY POLICE DEPARTMENT POSITION DESCRIPTION

Position: Dispatcher II

FLSA: NE

Division: Administrative Services and Support

Reports to: Dispatch Shift Supervisor

Approved: 12/12/2019

Grade: 15D

Revised: 2/24/2025 (minor grammar and division assignment updates)

### KPERS COVERED POSITION

#### Objective

Support the protection of life and property in the community through emergency call-taking and support services.

#### Supervision-Responsibility for work of others

No responsibility for the direction or supervision of others.

#### General Description

Under the general supervision of the Dispatch Shift Supervisor, receives emergency and administrative telephone calls for service, creates call for service based upon necessary emergency response, and utilizes the radio system to dispatch police, fire, medical, and other related services. Actual duties and workload vary according to assigned shift. Personal conduct (on-duty as well as off-duty) must be such that it does not bring disrepute or unnecessarily endanger the public's trust or confidence in the agency or its members.

#### Important and Essential Duties

*The duties listed are typical examples of the work, they are neither restricted to nor all-encompassing of the duties to be performed under this job title. **RCPD retains the right to modify or change the essential and additional functions of the job at any time.***

- Effectively prioritize calls for service and other information given policy guidelines and personnel considerations.
- Make effective and timely notifications as required or directed.
- Effectively, efficiently, appropriately, and courteously utilize the department's phone system and interact with persons seeking assistance.
- Successfully employ the strategy of active listening in order to effectively and efficiently handle calls for service and other interpersonal activities.
- Efficiently and properly utilize the National Crime Information Center (NCIC) system and the Kansas Criminal Justice Information System (KCJIS) network to accomplish job tasks.
- Effectively utilize, manage, and update all dispatch resources.
- Correctly complete a task in a timely manner.
- Completely document information and data; and factually document information and data without duplication.

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- Effectively, efficiently, and properly utilize the department's radio, phone, Telecommunications Device for the Deaf (TDD), fire, EMS, 911, siren activation and record management systems to accomplish job tasks.
- Fully and accurately complete all required paper and on-line forms. Forms include but are not limited to National Crime Information Center (NCIC) and Hot file entry forms; National Crime Information Center (NCIC) and Hot File logs, the CHRI log, the 911 Trouble log, the EMS log, weather notification forms, Crimestoppers tip sheets, timesheets, and leave slips.
- Possess and maintain the physical ability necessary to complete the essential duties of the position.
- Maintain an acceptable level of availability for work which may include rotating shift including evenings, weekends, and/or holidays and subject to emergency call-in and adapt to irregular working conditions.

### **Other/Marginal Duties**

- Complete assigned and self-initiated workloads in a punctual and professional manner.
- Performs other duties and responsibilities as needed or assigned.

### **Job Qualifications/Requirements**

*The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### **Special Requirements**

Must be able to pass all pre-employment requirements, including but not limited to, drug screening examination, psychological examination, and thorough background investigation.

### **General Requirements**

Must be 18 years of age at the time of hire

Able to work legally in the United States

Live within a thirty-mile radius of the Riley County Police Department.

### **Education/Experience**

High School Diploma or general equivalency diploma (GED)

### **License or Certification**

Ability to secure and maintain appropriate certifications required for emergency medical (EMD) and fire dispatching (EFD) to include bi-annual cardiopulmonary resuscitation (CPR) training. Secure and maintain security awareness and NCIC full access certifications. (Bi-annually)

### **Essential Knowledge/Skills/Abilities**

*Some assignments may require additional skills and abilities not listed here.*

- Ability and willingness to adhere to moral and ethical principles and to possess sound moral character and honesty.
- Demonstrate the character quality of being loyal and the willingness to be faithful to commitments or obligations.
- Ability to work in a cooperative or coordinated effort whether as part of a group or persons acting together as a team or in the interest of a common cause.

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- Ability to take the lead or introductory step in activities, responsibilities, or decisions.
- Ability to intellectually identify with or vicariously experience the feelings, thoughts or attitudes of others.
- Ability to be one who can be relied upon and to be dependable in achievement, accuracy and honesty.
- Ability to deal with sensitive information in a discreet manner maintaining confidentiality.
- Ability to analyze situations quickly and to determine proper course of action to be taken with due regard to surrounding hazards and circumstances.
- Ability to judge, make a decision or form an opinion objectively, authoritatively and wisely especially in matters affecting action, good sense and discretion.
- Ability to exhibit a standing practice of professional character, spirit or methods that distinguish one from an amateur.
- Ability to resolve conflict through awareness of self-emotions, the emotions of others, and the employment of appropriate conflict resolution strategies.
- The ability to effectively engage in more than one activity at a time.
- The ability to effectively communicate via personal, telephonic and written means, speaking clearly, rapidly, and concisely in a well-modulated voice using proper diction, spelling, and grammar.
- Perform necessary duties in a professional manner during high stress and emotional situations. Cope with stress, and discuss job stresses.
- The ability to effectively, efficiently, and properly utilize available mapping systems, including paper and electronic versions.
- Possess and apply problem solving, technical, interpersonal, oral/written communication, listening and quality management skills in delivery of duties.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

### **Computer/Automation**

- Knowledge of general computer software programs (Microsoft Word and Excel) and the ability to learn other police department communication, operating systems and related software.
- Ability to work with various types of computer hardware and other computer related equipment and possess basic computer data entry skills.
- Ability to type minimum 40 words per minute.

### **Physical/Physiological**

- The ability to hear, read, understand, and carry out written instructions in English.
- The ability to coordinate hands and eyes in using automated office equipment and phone communication.
- Ability to maintain composure and operation efficiency under high stress situations.

### **Work Conditions/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.*

### **Environmental Factors**

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- Duties are performed indoors, minimal adverse conditions.
- Minimal exposure to extreme cold, extreme heat, wet or dry conditions.
- May be exposed to office related odors, dusts, fumes.

### **Physical Demands of Essential Job Functions**

- A maximum occasional lift of 5lbs from Floor-Waist, Sit, stand and bilateral hand coordination continuous. Walk and forward reach are occasional. PDC Level: Sedentary

### **Machines, Tools and Equipment**

- Headset, keyboard, mouse, radio, computer monitors, phones, and general office equipment.