

JOB DESCRIPTION

TITLE: Communications Specialist III
SUB-TITLE: Police Dispatcher
DIVISION/UNIT: Logistical Support Division/Communications Unit
REPORTS TO: Supervisor, Communications Unit
DATE: July 2018 **PAY RANGE:** 16 **FLSA:** Non-Exempt

Job Objectives: (Purpose of the position.)

To dispatch police officers and related personnel on emergency and non-emergency calls or self-initiated activities.

Essential Job Functions: (Functions essential to attaining job objectives.)

Must be able to effectively perform the essential job functions and standards of the Communications Specialist II (Call Taker) position.

1. Dispatch police officers and related personnel by radio in response to calls entered into CAD (Computer Aided Dispatch) system by call takers according to priorities and procedures, utilizing procedural language, abbreviations, and codes to communicate on the radio.
2. Provide radio service to all units, including monitoring radio communications on local and regional channels.
3. Maintain location and status of units through CAD.
4. Maintain awareness of situations and events on the radio and in the dispatch center simultaneously.
5. Determine and evaluate both emergency and non-emergency situations and make decisions under pressure or stressful conditions within the parameters of department policy and procedure.
6. Maintain confidentiality regarding sensitive or confidential information.

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7. Use available resources to safely and effectively dispatch police services and/or coordinate other public safety services (including Fire and Ambulance).
8. Access, verbalize, and disseminate warrant data and criminal history information in REJIS system to officers on the radio or to other law enforcement agencies as required.
9. Simultaneously receive and disseminate information to and from officers, citizens, peer dispatchers, and outside agencies via CAD, telephone, radio, and in person.
10. Respond to a variety of emergency and non-emergency radio traffic quickly, accurately, and maintain a calm professional demeanor.
11. Simultaneously multi-task by monitoring multiple computer screens to include CAD, mapping system, REJIS, security alarms, and the telephone and radio console.
12. Function effectively in a routinely stressful environment.
13. Must have knowledge of department policies, procedures, standard practices, and radio operation procedures.
14. Effectively communicate in life threatening or emergency situations.
15. Inform supervisor of pertinent information.
16. Assist with training of new dispatchers; may perform duties as acting supervisor.
17. Maintain reliable and predictable attendance. Must have the ability to work overtime (even on short notice), weekends, and holidays, as well as day, evening, or over night shifts.
18. Perform related duties as required.
19. This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA) as amended by the Amendments Act of 2008 (ADAAA); and the Missouri Human Rights Act (MHRA).

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Job Standards: (Minimum qualifications needed to perform essential functions.)

To successfully perform the essential job functions of this position, the incumbent, must be at least 18 years of age and have:

- a high school diploma or equivalent;
- the ability to effectively perform the essential job functions and standards of the Communications Specialist II (Call Taker);
- the ability to develop and maintain cooperative and professional working relationships with fellow employees, representatives from other departments, and supervisors;
- the ability to use logic and reasoning to reach conclusions and approaches to problems;
- the ability to use good judgement and decision-making skills to evaluate situations, establish priorities, and resolve matters;
- the ability to think quickly and work under stressful conditions;
- the ability to actively listen and communicate effectively; and
- the ability to follow instructions and relay information.

Physical Requirements: Position requires light lifting (5-20 pounds) two to three times a day, the ability to hear, use the telephone, and perform stationary work at a computer screen and keyboard. Incumbent will be required to sit/stand at a designated console for prolonged periods of time, type information into computer terminal, and use a foot pedal while gathering and disseminating information over the telephone and/or computer screen.

Job Location: (Place where work is performed.)

Position operates in a standard office environment 95% of the time, incumbent may have to attend community events, recruitment fairs or dispatch from an off-site location, patrol car or communications trailer in an emergency. Off-site training is also required.

Equipment: (Machines, devices, tools, etc., used in job performance.)

- CAD - Multiple computer screens and terminal keyboard
- Radio console and foot pedal
- Hand-held portable radios
- Standard multiline telephones
- Printer/Scanner/Fax