

LAW ENFORCEMENT DISPATCHER

Class Code: 8908 Part-time

TITLE: Law Enforcement Dispatcher
Grade 15

REPORTS TO: Director Law Enforcement

SUPERVISES: N/A

JOB FUNCTION: The Law Enforcement Dispatcher is a skilled position involving both dispatching and clerical support for the Department of Law Enforcement.

DUTIES AND RESPONSIBILITIES:

- Operates two-way radio and computer informational systems in the performance of duties.
- Receives and responds to emergency and non-emergency calls from the public, school administrators, and staff, and other law enforcement or emergency agencies. Determines the priority of calls and dispatches required units and/or agencies accordingly.
- Monitors and coordinates Maintains status and law enforcement activity and assignments via police and transportation radio frequencies.
- Maintains status and locations of law enforcement officers.
- Creates and maintains telephone, radio, and alarm logs of all law enforcement communications activity, as well as monitor all alarms.
- Maintains key-control records and accountability for all keys.
- Notifies proper personnel, i.e., Maintenance, Operations, Transportation and all other personnel concerning school district related problems.
- Maintains appropriate security and confidentiality of information created or encountered in the performance of assigned duties.
- Communicates with parents, supervisors, school administrators and department employees; receives requests, questions, concerns and suggestions and provides routine information and assistance or routes to appropriate personnel.

LAW ENFORCEMENT DISPATCHER

DUTIES AND RESPONSIBILITIES (CONT.):

- Maintains current knowledge of routes and locations to assure timely services and accurate information.
- Performs a variety of clerical support duties as assigned; types correspondence, memos and other items; compiles data from clearly defined sources and prepares reports; answers telephones and routes calls and/or messages.
- Accesses sensitive/confidential data in local/state/national databases and school database, as necessary for investigative purposes.
- Keeps informed of department regulations, policies, and procedures.
- Perform other duties as assigned.
- Maintain regular attendance.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Knowledge of operation of a two-way radio and telephone equipment.
- Knowledge of computer technology, equipment, and modern office practices.
- Knowledge of law enforcement terminology and procedures.
- Knowledge of geography for the schools/facilities operated and owned by FCPS.
- Knowledge of health and safety regulations.
- Knowledge of telephone techniques and etiquette.

ABILITY TO:

- Ability to perform dispatching and clerical support duties for the department.
- Ability to work independently, multi-task and perform with a considerable degree of initiative.
- Ability to communicate effectively both orally and in writing.
- Ability to understand and follow oral and/or written directions.
- Ability to establish and maintain effective working relationships with law enforcement and district personnel, outside law enforcement agencies, and other pertinent agencies.
- Ability to meet attendance schedule with dependability and consistency.
- Ability to cover shifts for full-time dispatchers as needed and serve on an “on-call” basis.
- Ability to think clearly and act quickly in emergencies.
- Ability to learn and apply department rules, regulations, policies, and procedures.

LAW ENFORCEMENT DISPATCHER

PHYSICAL DEMANDS:

- Work is performed while standing, sitting and/or walking.
- Requires the ability to communicate effectively using speech, vision and hearing.
- Requires the use of hands for simple grasping and fine manipulations.
- Requires bending, squatting, crawling, climbing, reaching.
- Requires the ability to lift, carry, push or pull light weights, up to 30 pounds.

EDUCATION AND EXPERIENCE:

- High school diploma or GED certificate as required by Kentucky law
- Must be at least 21 years of age
- Has not been convicted of a felony or other crimes involving moral turpitude
- One year radio dispatching experience is preferred

LICENSES AND OTHER REQUIREMENTS:

- The full-time position requires the attendance and successful completion of the Telecommunications Academy (165.5 hours) at DOCJT in Richmond, KY prior to or within the first year of employment. The candidate must stay on campus during the attendance of the academy. The full-time dispatcher must successfully complete eight hours of annual in-service training.
- **Part-time positions may be subject to the above mentioned requirements.**
- The part-time position requires the satisfactory completion of a personal background investigation, suitability, polygraph and drug screening tests.
- This position requires successfully completing training for CJIS “Inquiry Only” into local, state, and national criminal history database and associated telecommunications systems. Mandatory training will only be available Monday-Friday during daytime hours.

****Part-time dispatchers are responsible for filling in for the full-time dispatchers during scheduled leave time, as well as unscheduled leave. Part-time dispatchers must be available for “on-call” duty.**

Original Date: 01/1999

Revision Date: 11/2009

Revision Date: 07/2011

Revision Date: 07/2012