

**PITTSFIELD CHARTER TOWNSHIP
JOB DESCRIPTION**

DISPATCHER/CLERK

Supervised by: On-Duty Police Shift Commander and under the general supervision of the Communications Supervisor and the Director of Public Safety or his/her designee.

Supervises: No supervisory responsibility.

Position Summary:

Under the direction and general supervision of the On-Duty Police Shift Commander, the Communications Supervisor, and the Director of Public Safety or his/her designee, receives calls for service, dispatches emergency personnel (police officers and fire fighters) to various locations throughout the Township, accurately performs clerical and recordkeeping functions, and maintains the front desk office and dispatch area in an orderly manner. Relays follow-up and supporting information to Township emergency personnel, working within the specific departmental policies and standard operating procedures.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Receives and assists with calls for information and service regarding emergency and non-emergency inquiries from citizens and from emergency personnel, and routes information to the correct source.
2. Handles requests for service and/or emergency assistance in an orderly, proficient manner, obtaining all information necessary for the accurate, prompt, and efficient delivery of service. Refers to a higher authority when necessary.
3. Dispatches department vehicles and personnel, relaying and communicating vital and necessary information to field units, keeping supervisors apprised of all activities, assuring adequate response of personnel as the situation dictates, and maintaining accurate records of all activities including proper entries and daily logs, radio logs, and dispatch records.
4. Operates, monitors, and maintains required records of the department such as the Law Enforcement Information Network (LEIN) and the National Crime Information Center (NCIC) communications terminals, maintaining proficiency in all aspects of terminal operations procedures, and adhering to procedures, rules and regulations as adopted by LEIN and NCIC operations manual and department orders.
5. Maintains department records, typing and filing reports, dispatch cards, accident reports, fire reports, etc. Preparing and/or aiding in the preparation of department monthly reports, uniform crime reports, officer and platoon tally sheets, etc. including any other records, filing, typing or clerical tasks that may be required by supervisors.

6. Handles all counter traffic, assisting citizens and/or other Township employees requesting information, copies of reports or other aid or assistance.
7. Assists in performing attendant duties, searching prisoners taken into custody, and aiding officers in the arrest, booking and transportation of prisoners when requested or ordered to do so.
8. Performs related work as required.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- A high school diploma, or the equivalent supplemented with vocational coursework in an office environment dispatching personnel and vehicles or any combination of experience and training that would provide for the following knowledge, skills, and abilities.
- Knowledge of the operation of a radio communications system.
- Knowledge of pertinent state and local laws.
- Knowledge of Township streets and principal locations in and around Pittsfield Township.
- Knowledge of business English, spelling, and punctuation.
- Knowledge of office recordkeeping procedures.
- Skill in the use of office equipment and technology, including computers and word processing, and the ability to master new technologies.
- Ability to follow oral and written instructions.
- Ability to quickly learn and perform the job duties in accordance with pertinent rules, regulations, policies, and procedures.
- Ability to learn how to operate advanced communication and computer information systems.
- Ability to listen well, comprehend quickly, and speak clearly and concisely in a well modulated and audible voice.
- Ability to speak clearly to use a radio communication system.
- Ability to remain calm, act quickly and accurately in emergency situations.
- Ability to deal with the public in a tactful and courteous manner.

- Ability to search for information and records with little information or original sources.
- Ability to monitor simultaneous visual, manual and hearing mechanical devices.
- Must use independent judgment relative to the actions necessary to dispatch various personnel in response to calls for service and emergencies incident to department operations.
- Must possess a current, valid Michigan's Vehicle Operator's License with a driving history that does not create liability concerns.
- Must be willing to work a variety of shifts.
- Ability to establish and maintain effective working relationships and use good judgment when dealing with supervisors, co-workers, other governmental and regulatory agencies and the public.
- Ability to gather data and prepare accurate, legible, and timely records, reports, notices, memos and letters.
- Ability to convey and understand information effectively and promptly through speaking, hearing, reading, and writing.
- Ability to critically assess situations, solve problems, and work effectively within deadlines, and changing work priorities.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the 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 regularly required to sit, talk, or hear. The employee frequently is required to use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stand, walk, and stoop, or kneel. The employee must occasionally lift and/or move items of medium weight (up to 25 pounds). Vision requirements for this position include close vision, depth perception, and the ability to adjust focus.

While performing the duties of this job, the employee typically works in a business office setting. The noise level in the work environment is usually moderate, though the noise level will increase during busy times.