



DISPATCHER

Department:	Marshal's Office	Revised Date:	January 2020
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GENERAL PURPOSE: Under general supervision, responds to emergency and non-emergency calls for service, identifies and dispatches appropriate law enforcement and emergency service units, and gathers and relays critical information; follows Camp Verde Marshal's Office (CVMO) policies and procedures to assure the safety of officers and the public.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Provides Public Safety Dispatch services for CVMO; keeps track of a wide variety of law enforcement and emergency services resources, personnel, incidents and trends; answers incoming emergency and non-emergency calls; interviews callers and gathers details; prioritizes calls for service and determines appropriate personnel to respond; dispatches emergency responders; relays pertinent information to law enforcement officers in a concise, organized and understandable manner; maintains records and logs.
- Provides detailed call information to officers as needed; maintains status and awareness of CVMO patrol unit locations and unit's status; monitors message traffic and relays information to officers; follows all CVMO policies and procedures to assure that officer and public safety is the top priority; contacts other law enforcement and emergency services agencies for additional information and resources as needed, and relays information regarding incidents.
- Performs inquiries and criminal history checks for law enforcement personnel through Arizona Criminal Justice Information System (ACJIS); enters emergency assistance calls into the dispatch incident logs; inputs information into the ACJIS computer system; enters data for warrants, records and reports; queries system databases as requested.
- Provides information, instructions and assistance to the public within scope of authority; assists and coordinates with other emergency services personnel and outside organizations.
- Maintains the absolute confidentiality of all records and information.
- Performs other related duties as assigned or required, including cross-training as Evidence Custodian, or taking a lead dispatch role including scheduling (stipend for this additional duty if assigned).

MANAGERIAL RESPONSIBILITIES:

None.

MINIMUM QUALIFICATIONS:

Education and Experience:

High school diploma or GED equivalent; AND one year of clerical, computer, and customer service experience; OR an equivalent combination of education and experience.

Required Licenses or Certifications:

- Must possess State of Arizona Driver's license, and a clear criminal record.

Dispatcher

Non-Exempt (47)

- Must obtain Terminal Operator Certification for access to Arizona Criminal Justice Information System
- Must obtain CPR/First Aid/AED training within (1) year.

PREFERRED QUALIFICATIONS

Knowledge of:

- Town policies and procedures.
- Policies, procedures, functions, operations, and services of the Camp Verde Marshal's Office.
- Equipment utilized in emergency communications including radio, computer and dispatch equipment.
- State and Federal laws and regulations governing public safety dispatch and legal records.
- Law enforcement patrol procedures and terminology.
- Principles of record keeping, case files and records management.
- Local geography, traffic patterns, and the location of all streets, landmarks and buildings.
- Federal and state laws, statutes, and Town ordinances governing law enforcement activities.

Skill in:

- Obtaining information from hostile or emotional citizens.
- Communicating clearly and concisely and relaying details accurately.
- Handling multiple tasks simultaneously, under pressure, and in emergency and stressful situations.
- Remembering names, numbers and locations, and reading maps quickly and accurately.
- Entering information into a computer system with speed and accuracy, and maintaining electronic records, files and databases.
- Interacting with people of different social, economic, and ethnic backgrounds.
- Establishing and maintaining cooperative working relationships with co-workers.
- Communicating clearly and concisely, both verbally and in writing.

Physical Demands / Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This classification involves work that requires:

- Work is performed in a fast paced, high volume call center environment.
- Work is performed in a standard office environment, with normal office noise.
- Physical demands may include sitting for extended periods of time and typing.
- Employee is regularly required to talk or hear. The employee is frequently required to sit; stand; walk; use hands to finger, handle or feel; and reach with hands and arms.
- Employee must occasionally lift and move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the Town and requirements of the job may change.

FLSA: Non-Exempt

Salary Range: 47