

DISPATCHER (CITY OF GENEVA)

DISTINGUISHING FEATURES OF THE CLASS: This is general communication work requiring the skilled use of telephone, radio- telephone, radio, and computer terminals in the transmission of communications and the dispatching of personnel and equipment in emergency situations. The Dispatcher must command a good knowledge of the City of Geneva and the surrounding area as well as having the ability to make rapid and good judgments in the dispatching of assistance; does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Answers incoming calls for emergency assistance and determines the appropriate response;
 Dispatches emergency units, providing all available information at time of call;
 Provides callers with assistance or information on telephone if possible;
 Maintains records of calls and location of emergency units;
 Sends and receives messages by computer and/or teletype;
 Dispatches emergency services as outlined in departmental operating procedures;
 Requests and dispatches emergency units under Mutual Aid agreements;
 Researches and communicates information regarding hazardous materials;
 Monitors and maintains records of alarm systems;
 Acts as receptionist, receives and responds to inquiries of individuals entering the office;
 Types correspondence, reports and maintains radio log;
 Files reports and records as directed;
 Checks on prisoner welfare and maintains cellblock records;
 Prepares reports and blotter entries when not performing dispatch functions;
 Updates and maintains emergency telephone numbers;
 Cleans communication equipment and work area;
 Performs miscellaneous clerical tasks as directed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the geography and principal structures of the City of Geneva and surrounding area; ability to take messages from a variety of sources and relay information; judgment; good general health; willingness to work irregular hours; willingness to accept on call status; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

1. Graduation from high school or possession of a high school equivalency diploma; or
2. Two years experience involving the operation of electronic or radio equipment in the transmission of communications; or
3. An equivalent combination of paid or unpaid appropriate training/experience as described above.

REVISED: 8/29/00

CIVIL SERVICE CLASSIFICATION: COMPETITIVE