



Candidate Selection Form

POSITION TITLE: Part-time Dispatch DEPARTMENT: Police Department

NEW POSITION: No VACANCY _____ RECLASS _____ # OF APPLICANTS: 5

FT _____ PT: XX EXEMPT _____ NONEXEMPT:XX

Reason for opening:
We currently have only (1) One part-time dispatcher. We generally have (3) three PT dispatchers
Justification to fill:
Vacancies and overtime reduction
Top three responsibilities for position:
Answer emergency and non-emergency phone calls. Dispatch Fire, Police, and EMS

CANDIDATE NAME: Tiffany Cole

How this candidate had demonstrated skills to meet the needs of the position and requested step:
Candidate is currently a full-time dispatcher for Jefferson County

Date Available to start:	ASAP	Grade	H	Step	2	Hourly Rate	23.78
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Candidate: Nichol Stratman

How this candidate had demonstrated skills to meet the needs of the position and requested step:
Candidate has experience as an EMT in the Area. Is looking to be more active as a First Responder.

Date Available to start:	ASAP	Grade	H	Step	1	Hourly Rate	23.12
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SECOND ALTERNATE: _____

How this candidate had demonstrated skills to meet the needs of the position and requested step:

Date Available to start:		Grade		Step		Hourly Rate	
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Approved Yes _____ No _____

CITY OF WATERTOWN

POSITION DESCRIPTION

This job description has been prepared to assist in the evaluation of various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty generally required of positions given this job. The principal duties and responsibilities enumerated are all essential functions except for supplemental duties and responsibilities. Supplemental duties are described beginning with the word "May." This job description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees. Nothing contained herein is intended or shall be construed to create or constitute a contract of employment between any employee or group of employees and the City. The City retains and reserves any and all rights to change, modify, amend, add to, or delete from any section of this description as it deems, in its judgment, to be proper.

DATE: June 20, 1995
Reviewed: June 23, 2009
Reviewed: February 11, 2020
Reviewed: March 29, 2021

Title: Dispatcher - 911

Department: Police

FLSA Status: Non-exempt

General Summary:

Dispatch police and fire personnel for emergency and non-emergency calls through the use of radio dispatch equipment. Answer emergency and non-emergency calls and respond appropriately to each. Create, enter, update, and maintain records in the records management system (RMS). Effectively operate computer systems including but not limited to; Computer Aided Dispatch (CAD) system, TIME system, CIB and NCIC, Microsoft Windows and Microsoft Office systems, computerized mapping systems and access the internet to navigate land system and court information records.

Reporting Relationships:

Work is performed under general direction of the Communications Supervisor in accordance with established police department policies and procedures. Work involves independent judgment and initiative. Decisions are made within the established policies and procedures of the police department but may be subject to checks through internal controls and by observation of results obtained.

Specific Accountabilities:

1. Receives, relays, and transmits emergency and non-emergency calls to police, fire and other public safety agencies.
2. Dispatch appropriate apparatus and personnel for all emergency and non-emergency calls.
3. Monitor police and fire 911 calls as required.
4. Initiates call-back system of personnel as required.
5. Maintains a log of radio transmissions, telephone calls and other pertinent information and facts and prepares required reports.
6. Maintains incident reports of complaints.
7. Obtains license registration and criminal records using the TIME system.
8. Maintains dispatch center work area.
9. Performs other related work as assigned.
10. Data entry into the department's Computer Aided Dispatch (CAD) and records management systems (RMS).
11. Encourage and provide quality service to department customers, both internal and external, through courteous, complete, and punctual attention to their needs.
12. Assist the public regarding inquiries on matters related to the department.

13. Act as department liaison to other law enforcement agencies, city officials, department employees and programs, and the general public.
14. Provide pre-arrival medical instructions.
15. Monitor video feeds from cameras at city hall, city parks and other locations as necessary.
16. Enter and remove warrants from TIME system/PORTALS.
17. Enter and remove stolen property from TIME system/PORTALS.
18. Complete money transactions (post bond for arrest warrants and in custody arrests) in the records department when records personnel are not on duty or are unavailable for other reasons.

Required Knowledge, Skills and Abilities:

Graduation from High School (or HSED equivalent), typing ability necessary to achieve job requirements, and possess or the ability to obtain, certification in emergency dispatch techniques as approved by the state and an equivalent combination of education, experience and training which provides the following knowledge, skills, and abilities:

- Skill in carrying out orders with precision and speed.
- Ability to make accurate decisions quickly.
- Ability to learn and apply public safety regulations and procedures.
- Ability to operate sending-receiving radio console.
- Ability to operate CAD, RMS, TIME, and other related computer systems.
- Ability to speak clearly and concisely and without panic.
- Ability to deal with the public in a courteous and tactful manner.
- Ability to remain in control in emergency situations.
- Ability to work independently, when required.
- Ability to multi-task, when required.
- Knowledge of office practice and procedure.
- Knowledge of arithmetic computations.

Employee Acknowledgement:

Print

Signature

Date