

**STPSO**  
**Job Description**

**Job Title:** Dispatcher  
**Department:** Communications  
**Reports To:** Corporal  
**FLSA Status:** Non-Exempt  
**Prepared Date:** 05/01/2014  
**UPDATE:** 07/03/2018  
**Salary Range:** \$28,760 - \$35,261

**SUMMARY -** Receives complaints from public concerning police emergencies and broadcasts orders to suitable units to investigate by performing the following duties.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Relays instructions or questions from remote units.

Enters information into computer aided dispatch program.

Records calls broadcast and complaints received.

Questions callers to determine location and seriousness of emergency and response needed.

Coordinates all police, fire, ambulance, and other emergency requests, relaying instructions to closest and most suitable units available.

Transmits and receives messages between divisions of own agency and other law enforcement agencies.

Contacts police officers to verify assignment locations, monitors dispatched units and, when necessary, serves as liaison with caller.

**SUPERVISORY RESPONSIBILITIES** - This job has no supervisory responsibilities.

**QUALIFICATIONS** - To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Must be computer literate and be able to type 25 words per minute. Must have the ability to multi-task. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION AND/OR EXPERIENCE** - High school diploma or general education degree (GED).

**LANGUAGE SKILLS** - Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**MATHEMATICAL SKILLS** - Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

**REASONING ABILITY** - Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**CERTIFICATES, LICENSES, REGISTRATIONS** - Valid Louisiana Motor Vehicle Operator's License; proof of residency of St. Tammany Parish (voters registration card); birth certificate (minimum age of 18 years); Social Security Card.

**PHYSICAL DEMANDS** - 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.

While performing the duties of this job, the employee is frequently required to sit at long periods of time. The employee is occasionally required to stand, walk, and reach with hands and arms. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus. Specific hearing abilities required for this job include hearing radio transmissions, telephone conversations, and interaction within the communications center. The employee must occasionally lift and/or move up to 10 pounds

**WORK ENVIRONMENT** - The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Employee must be able to work rotating shifts at the demand of the communication's manager.

The noise level in the work environment is usually moderate.