



CIVIL DIVISION
CLASS SPECIFICATION

POLICE DISPATCHER

DATE ADOPTED: 12/14/1978

LAST REVISION: 8/22/23

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DISTINGUISHING FEATURES OF THE CLASS:

This is a civilian personnel position in a municipal police department. Duties include communication with the public and public safety personnel, the maintenance of records, retrieval of information, completion of reports, operation of communications equipment, and the performance of related tasks. The work is carried out in accordance with established office procedures. Work is performed under the direct supervision of a police officer on duty. Employees may work a changing shift pattern, including days, nights, weekends and holidays.

TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by positions in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Operates radio communication system; receives 911 calls; dispatches appropriate personnel for police related calls specific to agency; transfers non-police and non agency specific calls to Dutchess County Emergency Response or other appropriate agency;
2. Runs the New York Statewide Police Information Network (NYSPIN) inquires and operates the computer aided dispatch (CAD) system, dispatch console and all related equipment;
3. Types letters, memos, reports and other correspondence; files, updates and generally maintains criminal records;
4. Responsible for station security/access for in-person visitors, refers visitors to appropriate personnel; answers telephone and records messages;
5. Receives, sorts, indexes and files a variety of materials;
6. Operates a variety of standard office equipment;
7. Codes and classifies police reports and blotter entries via a computer system and prepares simple statistical reports;
8. Uses a computer system to send and retrieve messages, including motor vehicles and criminal data;
9. Issues bicycle licenses and vendor permits;
10. May handle, catalogue and store evidence;
11. May correspond with insurance companies regarding requests for accident reports;
12. May do fingerprinting and generally classify fingerprints;
13. May monitor electronic surveillance systems for the specific agency.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

Good knowledge of office procedures and equipment; good knowledge of business arithmetic and English; ability to code and classify reports and other data; ability to type at an acceptable rate of speed and accuracy; ability to learn how to operate police station equipment including communications equipment and automated data retrieval equipment; ability to maintain important and confidential files and records; ability to compile simple statistical reports; ability to maintain confidentiality; ability to



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follow detailed oral and written instructions; personal characteristics necessary to perform the duties of the position; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma.

SPECIAL REQUIREMENT:

Candidate must indicate ability to type, i.e., courses in typing or typing work experience. A performance test in typing will **not** be required.

CIVIL DIVISION USE ONLY:

JURISDICTIONAL CLASSIFICATION: Competitive, non-competitive part time

REVISION HISTORY: 7/13/80, 6/2/86, 12/2/91, 1/31/91, 1/7/97, 8/23/23 (f/k/a Police Assistant)