



CIVIL DIVISION
CLASS SPECIFICATION

SENIOR POLICE DISPATCHER

DATE ADOPTED: 1/11/1983

LAST REVISION: 12/18/2023

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DISTINGUISHING FEATURES OF THE CLASS:

This position involves supervising and performing a variety of activities in a municipal police department, including the operation of communications equipment, rendering of assistance to the public, maintenance of records, completion of reports and typing of correspondence and reports. This class differs from Police Dispatcher in that incumbents have supervisory responsibilities. Work is performed under the general supervision of the Police Chief. Supervision is exercised over Police Dispatcher.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those typical work activities performed by lower level titles in the series. They are indicative of the level and types of activities performed by incumbents 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. Receives phone and walk-in complaints and requests for assistance, dispatching officers to required locations when necessary;
2. Transmits and receives radio and telephone messages and bulletins;
3. Monitors police and fire calls from other agencies;
4. Oversees the maintenance of department files such as orders of protection, etc;
5. Prepares monthly work schedule for Police Dispatchers not assigned to a patrol squad, insuring that all shifts are covered;
6. Prepares and processes fingerprint cards and arrest forms and checks those prepared by others;
7. Assigns and reviews clerical work to be performed by Police Dispatchers on other shifts;
8. Reviews timecards of Police Dispatchers and posts totals to payroll sheets;
9. Types department correspondence, consisting primarily of short letters, memoranda and all confidential communications for the Police Chief;
10. Maintains inventory of department forms and office supplies;
11. Compiles simple statistical reports on department activities for state and local use;
12. Initiates and answers routine correspondence according to prescribed procedures and standard formats;
13. Operates a variety of standard office equipment;
14. Supervise Police Dispatchers when not assigned to patrol squads;
15. Conducts and oversees initial and ongoing training of Police Dispatchers and other users of department CAD system.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

Good knowledge of the operation of radio communications equipment; good knowledge of the geography of the municipality and the surrounding area; good knowledge of business arithmetic and English; good knowledge of office procedures and equipment; working knowledge of laws and regulations pertaining to two-way radio operation; ability to compile figures from several sources and use them to complete a summary table or report; ability to supervise the work of others; ability to obtain



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appropriate information from callers who are under stress; ability to follow complex oral and written instructions; ability to give precise oral instructions; ability to maintain confidential files; ability to type at an acceptable rate of speed and accuracy; ability to direct and oversee the work of others; ability to communicate effectively both orally and in writing; 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 and six (6) months of experience which involved the operation of a two-way radio in a police or other law enforcement agency.

NOTE: Work experience may be substituted on a year-for-year basis for formal education.

SPECIAL REQUIREMENT:

Candidates must indicate ability to type, i.e. courses in typing or typing work experience.

NOTE: A performance test in typing will not be required.

CIVIL DIVISION USE ONLY:

JURISDICTIONAL CLASSIFICATION: Competitive

REVISION HISTORY: 06/02/86; 12/01/87; 01/31/91; 06/29/10; 12/12/18; 12/18/23 (f.k.a. Senior Police Assistant)