

CITY OF WILLIAMS
POLICE DISPATCHER

Williams Police Department is accepting applications for one full-time communications operator. Must pass a background investigation, including polygraph exam, and be willing to work all shifts, including weekends and holidays. Only applicants with no criminal background will be accepted. Salary range is \$12.95 to \$19.40 per hour, depending upon qualifications and experience. Pick up applications at the Williams Police Department, 501 W. Route 66, Williams, AZ 86046. *The City of Williams is an Equal Opportunity Employer.*



WILLIAMS POLICE DEPARTMENT

501 W. ROUTE 66 • WILLIAMS ARIZONA 86046
(928) 635-4461
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Chief of Police
Herman Nixon

DISPATCHER JOB DESCRIPTION

Department: Police

Type of Position: Full Time/Part Time

Reports To: Communications Supervisor/Chief of Police

FLSA Status: Non-Exempt

Days/Hours Worked: Varying shifts to include nights, weekends and holidays required.

General Purpose: Responds to emergency and non-emergency calls for service, identifies and dispatches appropriate law enforcement, fire and emergency service units, and gathers and relays critical information; complies with Police and Fire Department policies and procedures to assure the safety of officers and the public.

Primary Duties and Responsibilities:

The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional position-specific duties.

- Answers incoming emergency and non-emergency calls, interviews callers and gathers details, prioritizes calls for service and determines appropriate personnel to respond; dispatches emergency responders, relays pertinent information to law enforcement and emergency services officers in a concise manner, provides information and assistance to the public within scope of authority.
- Provides detailed call information to officers as needed, maintains status and awareness of police patrol unit locations, monitors message traffic and relays information to officers.
- Enters emergency assistance calls into the computer aided dispatch (CAD) incident logs, inputs information into the ACJIS & NCIC computer system, maintain records and files.
- Contacts other law enforcement agencies for additional information and resources as needed, and relays pertinent information regarding incidents.
- Notifies key City of Williams personnel on critical incidents, follows all Department policies and procedures to assure that officer and public safety is the top priority.
- Enters and verifies warrant information, and confirms warrants for other agencies.
- Performs inquires and criminal history checks for officers through ACJIS and NCIC; sends inquires to other agencies for warrant confirmations or general information.
- Enters data for records and reports; processes forms and records files, queries system databases as requested.
- Performs other duties as assigned or required.

MINIMUM QUALIFICATIONS:

Education and Experience:

High School Diploma or GED equivalent. Any combination of training and experience which demonstrates potential ability to perform duties of position. Must be able to pass a background check.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of City policies and procedures.
- Knowledge of equipment utilized in law enforcement communications including radio, computer and dispatch equipment.
- Knowledge of law enforcement patrol procedures.
- Knowledge of Police and Fire Departments, standard dispatch policies and procedures.
- Knowledge of geographical area, road systems and the locations of landmarks.
- Knowledge of basic principles of record keeping and records management.
- Skill in handling multiple tasks simultaneously, under pressure and in emergency stressful situations.
- Skill in obtaining information from hostile or emotional citizens.
- Skill in communicating clearly and concisely and relaying details accurately.
- Skill in remembering names, numbers and locations, and reading maps quickly and accurately.
- Skill in working under pressure of deadlines, and establishing and maintaining cooperative working relationships with employees, officials and other agencies and the general public.
- Skill in public relations and customer service.
- Skill in following and effectively communicating verbal and written instructions.

SPECIAL REQUIRMENTS:

Must obtain Terminal Operator Certification Level A within six months of hire if not possessed at time of hire/placement. Must be able to type 30 words per minute. Working nights, weekends and holidays required.

PHYSICAL DEMANDS/WORK ENVIORMENT:

Work is performed in a fast paced, high volume call center environment. Must be able to work long hours without a break in a confined office environment.