

CLASSIFICATION SPECIFICATION
CITY OF AVON
An Equal Opportunity Employer

TITLE: Police Dispatcher

Page 1 of 3

JOB RESPONSIBILITIES: Performs other related duties as required	Under general supervision, receives and dispatches all calls in accordance with established procedures and monitors status of police units. Responsible for ensuring the proper completion of paperwork and other records in an accurate and timely manner; performs a variety of secretarial, clerical, and financial tasks in order to assist the Chief with the efficient operation of the Department.
---	---

QUALIFICATIONS: Coursework, training, work experience, or equivalent combination:

Completion of secondary education (high school or GED), supplemented by courses in typing, computer operations, general accounting, and office practices and procedures, plus prior dispatch and/or secretarial work experience, or equivalent, preferred; ability to obtain and maintain LEADS certification as required.

LICENSE, CERTIFICATE, OR REGISTRATION REQUIREMENTS:

Ability to obtain and maintain LEADS certification as required.

% OF TIME	ILLUSTRATIVE DUTIES: (The duties listed below are intended to depict tasks performed by this classification.)	KNOWLEDGE, SKILLS, AND ABILITIES: (Minimal necessary to perform duties) [*Indicates developed after employment]
	1. Receives emergency and non-emergency calls (e.g., determines type of call; obtains pertinent information; calms callers and controls conversation; informs victim/witnesses of response; assigns primary and back-up units; uses alert tone in accordance with procedure; directs radio channels for traffic; records dates and times of dispatch, arrival, and completion of call; and relays messages); coordinates procedures with Fire dispatch.	1. Knowledge of (1) department policies and procedures;* (2) department goals and objectives;* (3) L.E.A.D.S computer operations;* (4) public safety radio dispatching procedures;* (5) public relations; (6) modern business office practices and procedures; (7) FCC Rules and Regulations;* (8) local geographical area;* (9) safety practices and procedures.* Skill in: (10) typing; (11) operation of dispatch equipment and related systems.* Ability to: (12) deal with problems involving several variables within familiar context; (13) collect, analyze, and interpret data;

TITLE: Dispatcher

Developed by Clemans, Nelson & Associates, Inc.
Dublin, Ohio 43017

Approval Date _____
{8/30/2022 CLAVNCI 00277135.DOC }

CLASSIFICATION SPECIFICATION
CITY OF AVON
An Equal Opportunity Employer

TITLE: Police Dispatcher

Page 2 of 3

% OF TIME	ILLUSTRATIVE DUTIES: (The duties listed below are intended to depict tasks performed by this classification.)	KNOWLEDGE, SKILLS, AND ABILITIES: (Minimal necessary to perform duties) [*Indicates developed after employment]
		(14) communicate effectively; (15) understand a variety of written and/or verbal communications; (16) develop and maintain effective working relationships; (17) train or instruct others; (18) exercise sound judgment during stressful situations; (19) recognize unusual or threatening conditions and take appropriate action; (20) quickly and effectively move from one task to another.
	2. Operates LEADS/NCIC terminal and other systems to provide information to personnel (e.g., queries and deciphers responses on wanted persons, articles, vehicles, driver's licenses, vehicle registration, etc.; transmits responses to unit in accordance with procedures; responds to all incoming messages and relays messages to appropriate personnel; processes requests for criminal histories and disseminates information; maintains working knowledge of LEADS).	2. Knowledge of (1);* (2);* (3);* (4);* (5); (6); (7);* (8);* (9).* Skill in: (10); (11);* (21) computer operation; (22) use of modern office equipment. Ability to: (12); (13); (14); (15); (16); (17); (18); (19); (20); (23) maintain records according to established procedures.
	3. Surveillance equipment and status of police units (e.g., records activity into CAD or other system; maintains general awareness of all units operating; responds to requests; uses maps or CAD to decide jurisdictional issues and assist units); interprets data, and advises rank officer of unusual occurrences, etc.	3. Knowledge of (1);* (2);* (3);* (4);* (8);* (9).* Skill in: (10); (11);* (21); (22). Ability to: (12); (13); (14); (15); (16); (18); (19); (20); (24) utilize surveillance equipment and recognize problems and/or inconsistencies.
	4. Performs a variety of clerical tasks, including tasks of a confidential nature, in order to assist with the efficient operation of the Division (Sets up and maintains department files, greets and	4. Knowledge of (1);* (2);* (5); (6); (25) English grammar and spelling; (26) records management.

TITLE: Dispatcher

Developed by Clemans, Nelson & Associates, Inc.
Dublin, Ohio 43017

Approval Date _____
{8/30/2022 CLAVNCI 00277135.DOC }

CLASSIFICATION SPECIFICATION
CITY OF AVON
An Equal Opportunity Employer

TITLE: Police Dispatcher

Page 3 of 3

% OF TIME	ILLUSTRATIVE DUTIES: (The duties listed below are intended to depict tasks performed by this classification.)	KNOWLEDGE, SKILLS, AND ABILITIES: (Minimal necessary to perform duties) [*Indicates developed after employment]
	assists visitors to the office; receives and transfers calls; types letters, memos, activity logs, and confidential documents; receives and distributes mail; copies and distributes documents, files and locates documents, orders supplies, ensures proper maintenance of office equipment etc.).	Skill in: (10); (21); (22). Ability to: (14); (15); (16); (20); (23).
	5. Monitors the behavior of prisoners and conducts security inspections to ensure compliance with jail rules and regulations; dispenses food, drink, and personal items to prisoners.	5. Knowledge of (1);* (9).* Ability to: (12); (18); (19); (24).

TITLE: Dispatcher

Developed by Clemans, Nelson & Associates, Inc.
Dublin, Ohio 43017

Approval Date _____
{8/30/2022 CLAVNCI 00277135.DOC }