

CITY OF ST. LOUIS CLASSIFICATION SPECIFICATION

CLASSIFICATION

TITLE: Police Dispatcher II

CLASS CODE: 2564

GENERAL DESCRIPTION OF DUTIES:

Incumbents receive and evaluate calls to the 9-1-1 call center, dispatch police units, re-direct calls to Emergency Medical Services, Fire Equipment Dispatch and other agencies and broadcast, provide and receive information to/from police officers via radio in the field.

DISTINGUISHING CHARACTERISTICS:

This is a journey-level service classification in the Police Services Series - Dispatcher Group job family within the City of St. Louis. Incumbents perform a variety of routine to moderately complex duties. The distinguishing characteristics of this classification within the series include responsibility for receiving and evaluating routine and more complex emergency calls and serving as an information source to officers in the field. Incumbents may provide guidance to less experienced Police Dispatchers I.

Incumbents work under general supervision. Duties are performed according to determined instructions and prescribed by standards and procedures. The supervisor may, or may not, be present at all times.

This is an individual contributor class, meaning the incumbent is responsible for his/her own work including output, quality and timeliness. Incumbents may, however, explain work processes and train others such as new employees, in the same or similar job title. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team.

EXAMPLES OF WORK (Illustrative Only):

(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)

Receives and evaluates calls to the 9-1-1 call center for police, fire, emergency medical or other non-emergency responders. Re-directs calls to fire or emergency medical dispatch or other agencies when their services are needed.

Assigns priority levels and provides information to callers as appropriate.

Dispatches police cars according to priority level; maintains communication with callers and/or officers as needed and may adjust priority codes.

Operates computer aided dispatch system terminal; enters crime codes, addresses, telephone numbers, names, emergency services required and other remarks; notifies police officer of pending situation; explains location, type of crime and other details; sends one or two police cars to the scene based upon type of crime; announces on all channels when officer needs assistance.

Operates Regional Justice Information System to conduct inquiries on wanted persons, vehicle registrations and other information requested by police officers; makes notifications and callbacks requested by officers.

Notifies Animal Control, Towing Services, the Humane Society, utility companies and other agencies when requested; notifies, when necessary, other police department units such as Evidence Technician Unit, Sex Crimes, etc.

Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Data Utilization:

Requires the ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and diagnose. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.

Human Interaction:

Requires the ability to provide guidance, assistance and/or interpretation to others, such as co-workers and the public, on how to apply policies, procedures and standards to specific situations.

Equipment, Machinery, Tools and Materials Use:

Requires the ability to operate, maneuver and/or provide simple but continuous adjustment on equipment, machinery and tools such as a computer, computer-aided dispatch console, telephone, paging system, and/or materials used in performing essential functions.

Verbal Aptitude:

Requires the ability to utilize a variety of advisory data and information such as activity logs, time sheets, maps, street guides, standard operating procedures, technical operating manuals and guidelines.

Mathematical Aptitude:

Requires the ability to perform addition, subtraction, division and multiplication; calculate decimals and percentages.

Functional Reasoning:

Requires the ability to carry out instructions furnished in written, oral or diagram form. Involves semi-routine standardized work, with some latitude for independent judgment regarding choices of action.

Situational Reasoning:

Requires the ability to exercise the judgment, decisiveness and creativity required in emergency situations involving the evaluation of information against sensory, judgmental and/or subjective criteria, as opposed to criteria that are clearly measurable or verifiable.

Environmental Factors:

Tasks are regularly performed in safe and comfortable surroundings without exposure to adverse environmental conditions. Incumbents are subject to stress by being involved by telephone with emergency situations.

Physical Requirements:

Requires the ability to sustain prolonged visual concentration. Requires the ability to speak clearly.

Sensory Requirements:

Requires the ability to recognize and identify degrees of similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials and tasks to evaluate callers during emergency situations and decipher colored maps.

The City of St. Louis is an Equal Opportunity Employer. In compliance with Americans with Disabilities Act, the City of St. Louis will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.