

**CITY OF NOVI**

**DISPATCHER**

**SUMMARY**

This is varied communications work involving the skillful and prompt operation of police and fire radio, telephone, and teletype.

Work involves responsibility for the operation of a communication center which serves the police and fire departments, for the receipt and transmission of radio and telephone messages over several circuits, and for the performance of relating recording tasks and other clerical duties. After an initial training period, employees work with considerable independence, subject to special instructions or orders to meet special operation circumstances or emergencies. Work is reviewed through the adequacy of communications services and through the examination of records.

**SUPERVISION RECEIVED**

Works under the general guidance and direction of the Dispatch Shift Leader as well as the Communications Manager.

# RESPONSIBILITIES AND ESSENTIAL DUTIES AND FUNCTIONS

All of the following functions, qualifications, duties and KSA’s (knowledge, skills and abilities) are essential. An employee in this class, upon appointment, must have the equivalent of the following:

* Operates police and fire radios; receives request for police and fire services or information by telephone; connects incoming calls to appropriate party, provides routine police information, or takes other appropriate action.
* Maintains radio contact with uniform police units; dispatches patrol or traffic personnel to investigate police incidents or request for police service; relays information to police officers and superiors; reports from uniform officers.
* Maintains radio contact with on-scene Firefighters, Fire Command Officers or other incidents personnel who are on a fire or medical incident; relays information to other Fire staff and superiors with reports from on-scene personnel.
* Exhibits behavior consistent with the mission, vision and values of the City of Novi.
* Adheres to all City of Novi policies, procedures, and directives. Exhibits polite and professional demeanor to citizens, co-workers, city employees, vendors, and supervisors at all times.
* Maintains radio contact with other law enforcement agencies. Maintains log or radio transmissions and record of occurrences during an assigned shift.
* Enters queries and receives responses from Law Enforcement Information Network teletype to provide a variety of information on vehicles or individuals stopped or under surveillance by patrol units.
* Types and files a variety of police/fire records and reports. Performs related work as required.
* Monitors prisoners in lockup using building security camera system as well as audio contact.
* Demonstrates a commitment to provide and require excellent customer service through cooperative team and individual efforts.
* Contributes to a learning/thinking/renewing department through customer feedback and continuous improvement.
* Provides teaching, mentoring and motivation to other employees within the organization through the sharing of knowledge, skills and information; is proactive in performing and improving his/her own work and suggests and participates in projects and activities to improve the function of the entire organization.
* Furthers the mission, vision and values of the City through excellent customer service, creative problem solving, decision making, and stewardship of City resources.
* While on duty, leverage network of personal and professional contacts to recruit talented individuals for all positions in the organization; awareness of open positions, the hiring process and encouraging talented individuals to apply.
* Demonstrates a commitment to treat every contact as an opportunity to build public trust.
* Proactive in community relations.
* While on duty, always be mindful of identifying and recruiting quality candidates to apply for open positions on all of our public safety teams. This will help ensure we have quality leadership succession in all disciplines.

# ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES

All of the following functions, qualifications, duties and KSA’s (knowledge, skills and abilities) are essential. An employee in this class, upon appointment, must have the equivalent of the following:

* Some knowledge of the street system and geography of the City of Novi and adjacent areas.
* Adequate knowledge of telephone and radio operating requirements and techniques. Ability to develop skill and speed in the operation of radio, telephone, and teletype equipment.
* Ability to speak clearly in a well-modulated voice and to deal with the public and other employees in an acceptable manner.
* Ability to keep records and to operate computer or other telecommunication equipment at a working rate of speed.
* Ability to effectively communicate orally and in writing.
* Good diction and a clear voice.
* Physically and mentally capable of performing all the duties of the classification.

# MINIMUM QUALIFICATIONS

An employee in this class, upon appointment, should have the equivalent of the following training and experience:

* Graduation from a senior high school or vocational school, and some experience in radio dispatching work.

Updated May 2021