

CITY OF TOLEDO, OREGON

Job Recruitment

Dispatcher

DEPARTMENT: Toledo Police Department
SALARY: \$3,023 - \$3,586 per month (plus benefits and additional opportunities for certificate pay and overtime)
CLOSING DATE: April 25th 2016

Applications are available at Toledo City Hall as well as on the City's website at www.cityoftoledo.org. Please submit a completed city job application to the City Recorder. For further information concerning the above vacancy please contact Toledo City Hall, PO Box 220 (206 N. Main Street), Toledo, OR 97391 (541) 336-2247 x 2110.

GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES:

SUPERVISION RECEIVED: Works under the general supervision of the Head Dispatcher.

SUPERVISION EXERCISED: Supervision is not a typical function assigned to this position. May provide training and orientation to newly assigned personnel on department policies and practices.

JOB DESCRIPTION:

An employee in this class may be called upon to do any or all of the following: These examples do not include all of the tasks, which the employee may be expected to perform.

- Receive incoming 911 and other telephone calls/reports on emergency situations. Radio broadcast response instructions to affected safety service unit.
- Provide emergency medical/fire information to callers as necessary.
- Monitor radio frequencies of City and other public jurisdictions and maintain communication channels.
- Operate CAD, LEADS and NCIC computer terminal and respond to field requests for information on persons and property.
- Retrieve information on wants and warrants, vehicle registration, driver's license data, criminal history summaries and law enforcement reports.
- Review and ensure accuracy of information and enter data to computer.
- Maintain departmental logs, forms, and files related to departmental functions.
- Type various reports as required. Code, copy, file and distribute/route a variety of records and reports.

- Retrieve information from computerized law enforcement records systems, police files, etc. and provide to appropriate and/or requesting party. Ensure proper disclosure in accordance with State law and police regulations.
- Maintain cooperative, positive and professional working relationships with City staff, other organizations and the general public.
- Follow all City policies, safety rules and procedures.
- Records functions- Processes police reports, citations, and field interviews, entered into the records management system by sworn personnel, to ensure the accuracy of the reports and the integrity of the data. Issues burn permits and enters the permits in the records management system. Maintains case report files, and routes case records to appropriate agencies. Responds to queries from the public, and to requests for the release of records. Work is performed under the supervision of the Records Supervisor.
- Specific records duties- Enters citations, field interviews, SID and FBI numbers, and dispositions from the court. Registers and processes paperwork of sex offenders for the Oregon State Police. Processes subpoenas, run Criminal Histories (CCH), and Driver License (DL). Answers telephones and handle counter contacts. Processes insurance company, citizen, and attorney request. Maintains officer's court appearance and on-duty calendar. Makes IBRS corrections on case reports. Performs collateral duties as assigned that may include, but are not limited to, Abandoned and Impounded vehicles; Property/Evidence; OUCR reporting; Subpoena Calendar, etc. The Property/Evidence custodial duties include ensuring the security and integrity of the property/evidence storage rooms; using the Property Room module of the records management system to assign storage locations to property/evidence upon removal from temporary lockers, and administratively track the movement of evidence into and out of the storage room; mail evidence to the Oregon State Forensic Laboratory; release property to victims, suspects or legal owners; and periodically purge property according to Oregon State statutes and administrative rules.
- Auxiliary job functions- Provide assistance to other staff as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner.
- Other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

MANDATORY REQUIREMENTS, Demonstrate good written and verbal communication skills. This includes advanced knowledge and application of English grammar and

spelling. Proven ability to receive and assimilate information quickly and in times of stress and exercise good judgment and decision-making. General knowledge of emergency service organizations and functions, including care and use of electronic communications equipment, record keeping and filing systems. High school education or equivalent supplemented by additional related training and over one year general office experience or any satisfactory combination of experience and training that demonstrates the knowledge, skills and abilities to perform the above duties. Typing speed of at least 35 words per minute. Demonstrate ability to multi-task under stressful conditions or during emergencies while remaining calm and focused. Must be able to work varied shifts, holidays and weekends. Must be able to respond to requests to work on short notice and be available for mandatory overtime and shift extensions.

EDUCATION AND EXPERIENCE:

Previous experience in an emergency service environment is desired.

NECESSARY SPECIAL QUALIFICATIONS:

Must be able to pass the National Dispatcher Selection Entrance Test (NDST). Must be able to pass the Medical Examination for Telecommunicators and Emergency Medical Dispatchers required by DPSST, and pass a complete background check. Must be able to multitask. Must be able to obtain LEDS certification within three months of employment and Telecommunicator/Emergency Medical Dispatch training within 18 months of employment. Must also possess a current CPR/First Aid card or the ability to obtain one within 6 (six) months of employment and the ability to maintain one throughout employment.

PHYSICAL DEMANDS OF POSITION:

While performing the duties of this position, the employee is frequently required to sit, communicate (hear, speak, read and write) and reach and manipulate objects, tools or controls. Duties involve moving materials weighing up to 10 pounds on a regular basis. The employee must be able to wear a headset during the entire shift. Manual dexterity and coordination are required for over 50% of the work period while operating equipment such as computer keyboard, dispatch equipment, etc.

WORKING CONDITIONS:

Usual office working conditions. The noise level in the work environment is not typical of most office environments due to communications equipment and other voices.

Where to Apply: City of Toledo's website: cityoftoledo.org
 Toledo City Hall
 206 N Main Street
 Toledo, Or 97391
 (541) 336-2247 x 2110

The City of Toledo is an Equal Opportunity Employer and does not discriminate.