

City of Americus, GA



Title: Police Dispatcher

Class Code: 2112

JOB DESCRIPTION

General Description

The purpose of this class within the organization is to answer and dispatch emergency calls to police.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this class. Management may assign additional functions related to the type of work of the class as necessary.

- Receives and screens all incoming telephone calls from the public and from other police/public safety agencies; categorizes and prioritizes calls; receives calls and takes messages for police personnel.
- Dispatches agency personnel to incident locations; dispatches backup units, ambulances, fire fighters, and wreckers as appropriate.
- Answers the telephone; evaluates and processes calls; provides information; takes and relays messages and/or directs calls to appropriate personnel; returns calls as necessary.
- Receives, monitors, and dispatches radio communications traffic for Police, Fire, and Sheriff's Departments, and all E-911 calls.
- Composes written reports from telephone information; generates incident card for calls necessitating action by field units.
- Provides field officers with necessary information upon request including license, insurance, tags, warrant check, and background information.
- Maintains continuous logs of incoming telephone calls; generates incident cards for calls necessitating action by field units.
- Monitors and routes incoming calls from Civil Defense and National Weather Service.
- Responds to routine requests for information from officials, employees, and members of the staff, the public or other individuals.
- Conducting training of new employees provides training, testing and re-certify for all employees on GCIC/NCIC Terminal annually.
- Assist with collecting fines for Court and Criminal Histories.
- Serves as a (TAC) to ensure accuracy and validity of data entered into computer, generate reports and maintain a record and/or files of all entries.
- Monthly validation for entries for the local agencies.
- Provides assistance with Misdemeanor Probation Office.
- Performs related work as assigned.

Minimum Education and Experience Requirements:

Requires High School graduation or GED equivalent; No prior experience is required; Required qualifications may be any equivalent combination of education, training and experience which provides the requisite knowledge, skills and abilities for this job.

This Class Description does not constitute an employment agreement between the city of Americus and an employee and is subject to change by the city as its needs change.

Revised: 6/4/2020 (DJ)
Page 1 of 2



City of Americus, GA



Title: Police Dispatcher

Class Code: 2112

JOB DESCRIPTION

Physical Demands:

Performs sedentary work that involves walking or standing some of the time and involves recurring basis or sustained keyboard operations.

Unavoidable Hazards (Work Environment):

None.

Special Certifications and Licenses:

Basic Communications Officer Certification; GCIC/NCIC Terminal Operator Certification.

Americans with Disabilities Act Compliance

The city of Americus is an Equal Opportunity Employer. ADA requires the city of Americus to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

By signing below, I confirm that I have read the above job description and understand the requirements, duties and responsibilities of the position.

Employee: _____ Date: _____

Manager: _____ Date: _____

This Class Description does not constitute an employment agreement between the city of Americus and an employee and is subject to change by the city as its needs change.

