# Dispatcher

The City of Bryant is accepting applications for **Dispatcher**. Starting annual salary $28,596.44, commensurate with experience. Great medical and retirement benefits package included! Applications may be completed online at www.cityofbryant.com or picked up at the Human Resources Department at 210 S.W. 3rd Street, Bryant, AR 72022. A City application must be completed and submitted to be considered for this position. Position closes at 5:00 p.m., August 22, 2021 or will remain open until filled. The City of Bryant is an Equal Opportunity Employer.

*This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and minimum qualifications of this job. The incumbent(s) may be required to perform job-related responsibilities and tasks other than those stated in this job description. Nothing in this job description restricts the City's right to assign or reassign job-related responsibilities and tasks to this job at any time. Certain functions are understood to be essential. These include, but are not limited to: attendance, getting along and communicating well with others, ability to provide great customer service, working a full shift, dependability, leadership, and dealing with and working under stress. Any essential function of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent/applicant when possible or as required by applicable law.*

**GENERAL DESCRIPTION OF POSITION**

Receives and dispatches emergency and routine calls for police, fire, ambulance, and other emergency services by performing the following duties. Other duties may be assigned.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Receives and screens incoming calls for law enforcement, fire, medical, or other emergency services. This would include using a TDD machine.

2. Questions callers to determine location and seriousness of emergency and response needed. Enters, updates, and retrieves information from police computer systems relating to wanted persons, stolen property, vehicle registration, stolen vehicles, and other information.

3. Enters information into computer-aided dispatch system. Prepares complete and accurate reports on all calls for service and logs data incompliance with Federal communication requirements and department policy. Prepares, reviews, and maintains reports, statistics, and records. Maintain criminal history dissemination log. Dispatches and maintains log for authorized wrecker service.

4. Operates two-way radio and/or other communications equipment to dispatch police, fire, medical, and other personnel and equipment and to relay instructions or information to remote units.

5. Provides pre-arrival instructions to caller. Monitors radio traffic, request for information or assistance from field units, and provides required or requested information to field units dispatched to answer calls.

6. Coordinates police, fire, ambulance, and other emergency request, relaying instructions to closest and most suitable units available.

7. Transmits and receives messages between divisions of own agency and other law enforcement agencies.

8. Monitors silent alarm systems, remote cameras, and other systems used to detect illegal entry and maintain security.

9. Process warrants. Operates Arkansas Crime Information Center/National Crime Information computer terminal and searches files to obtain information requested by authorized personnel.

10. Contacts police officers to verify assignment location, monitors dispatched units, and, when necessary, serves

as liaison with caller.

11. Enters, updates, and retrieves information from a variety of computer systems.

12. Answers or forwards non-emergency request for assistance.

13. Works overtime as assigned. Regular and punctual attendance is an essential function of this position. Works rotating shifts as assigned.

14. Interacts with team members.

15. Serves as receptionist by answering department telephone, forwarding calls to appropriate personnel, greeting and assisting the public with inquiries and requests from the police department.

16. Performs any other related duties as required or assigned.

**QUALIFICATIONS**
To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**EDUCATION AND EXPERIENCE**
High school, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 0 to 6 months related experience or training. Or equivalent combination of education and experience.

**RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT**
None.

**SUPERVISORY RESPONSIBILITIES**
None.

**COMMUNICATION SKILLS**
Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**MATHEMATICAL SKILLS**
Ability to add, subtract, multiply and divide numbers. Ability to perform these mathematical skills using money and other forms of measurement.

**CRITICAL THINKING SKILLS**
Ability to utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

**SUPERVISION RECEIVED**
Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

**PLANNING**
Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

**DECISION MAKING**

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

**MENTAL DEMAND**
Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

**ANALYTICAL ABILITY / PROBLEM SOLVING**
Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

**USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS**
Occasional use of highly complex machines and equipment; specialized or advanced software programs.

**ACCURACY**
Probable errors of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

**PUBLIC CONTACT**
Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

**EMPLOYEE CONTACT**
Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

**REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**
Valid Arkansas driver’s license or a valid driver’s license recognized by the State of Arkansas.

**PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**
Not indicated.

**SOFTWARE SKILLS REQUIRED**
Intermediate: 10-Key, Alphanumeric Data Entry, Database, Word Processing/Typing
Basic: Contact Management, Spreadsheet

**ADDITIONAL INFORMATION**
Must be a citizen of the Untied States. Must be free from any felony or serious misdemeanor record. Experience in radio communications or related area. Knowledge of Federal Communication Commission rules and regulations governing radio operations. ACIC level 1 & 2 Certified.

**PHYSICAL ACTIVITIES**
The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of thi