



Job Vacancy

Communications Officer (Dispatcher) Police Department

Job Description Under general supervision, receives and processes requests for law enforcement and other emergency services, dispatching to appropriate personnel/department for response. Ensures calls are handled in a professional and timely manner. Exercises judgment in routine and emergency calls. Works under stressful conditions. Works a 12-hour rotating shift. Performs related clerical tasks as required. Reports to the Police Captain, Special Operations Division.

- Monitors department radio communications system, the E-911 system, and other communications equipment in and dispatches emergency and non-emergency calls related to law enforcement, fire, and other emergency needs with professionalism and in a timely manner.
- Receives requests/complaints from the public; determines whether police dispatch is required; notifies supervisors and/or special emergency teams concerning serious calls.
- Provides assistance and information to callers, such as taking messages, providing directions, routing calls, etc. Initiates calls to persons at the request of officers.
- Performs various jail duties, including continuously monitoring prisoners, ensuring bonds are set, scheduling medical and dental treatment, ordering meals, transferring prisoners, and maintaining jail log.
- Enters data into and obtains information from the National Crime Information Computer (NCIC) system, including but not limited to information pertaining to stolen goods, missing persons, driver's licenses, automobile records, warrants, criminal histories, etc.
- Enters/obtains data to/from the network computer.
- Operates a paging system as necessary for paging officers, court personnel, fire department personnel, and various other agency personnel.
- Maintains rotation list for City-licensed wrecker services; contacts services upon request.
- Receives complaints/alarms; contacts water department in emergency and non-emergency situations; notifies answering services of complaint for notification of on-call personnel. Reports repair requests to proper department for streets, lights, and other items/facilities in need of service.
- Receives complaints of activated burglar/fire alarms; notifies appropriate personnel as required.
- Prepares and/or processes a variety of documents, including but not limited to activity logs, punch cards, work orders, NCIC logs, driver history logs, warrant cards, jail logs, medical prisoner transport forms, NCIC entry sheets/cancel/clear sheets, second-party check forms, overtime forms, monthly reports, etc.

Desirable Education and Experience Requires high school diploma or GED equivalent supplemented by two to four months of dispatching or related experience. Requires the ability to communicate clearly and effectively in a variety of situations. Must be certified in Communications, E-911, and CJICS-NCIC operations. Must have good computer skills and be familiar with various software applications. Must be able to perform data entry quickly and accurately under stressful conditions.

Applicants interested in this job opportunity should apply at the One Stop Career Center at 705 North White Street, Lancaster, SC, through MONDAY, OCTOBER 17, 2011.

Position is Subject to the following Background Checks: Credit Check, Criminal History, Driving History, Drug Test, Medical/Physical

Grade	Salary Range	WorkKeys Requirements (Entry Level)
13	\$11.86 to \$14.24	Reading for Information 4 / Locating Information 3 / Applied Math <3