



# 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. Performs related clerical tasks as required. Reports to the Support Services Division Commander.

- Monitors department radio communications system, the E-911 system, CAD System and other communications equipment 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 or fire 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, 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 calls for service and other data into the Computer Aided Dispatching System.
- Operates a paging system as necessary for paging officers, fire department personnel, and various other agency personnel.
- Maintains rotation list for City-licensed wrecker services; contacts services upon request.
- Receives complaints/alarms. Reports repair requests to proper department for streets, lights, and other items/facilities in need of service.
- Receives complaints of activated burglar and fire alarms; notifies appropriate personnel when response is required.
- Prepares and/or processes a variety of documents, including but not limited to NCIC logs, jail logs, medical prisoner transport forms, NCIC entry sheets/cancel/clear sheets, second-party check forms, overtime forms, monthly reports, etc.
- Maintains certifications and training as mandated by the Department.
- Contacts on-call personnel, duty command, duty detective, SLED, Datamaster operators, etc., as needed.
- Prepares weekly supply list for division; orders new office supplies when necessary.
- Performs other related duties as required.

**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 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.

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

**Application for Position:** Applicants interested in this job opportunity may apply online at [www.lancastercitysc.com](http://www.lancastercitysc.com) (employment tab) Position Open Until Filled. EOE.

Grade	Salary Range
207	\$16.09 - \$20.12 / hourly