



Village of Yellow Springs

Job Title: Dispatcher

Department: Police Department

Reports To: Dispatch Supervisor

Salary Range: \$23.71 - \$28.88/hour

Employment Status: Full-Time

FLSA: Exempt

Position Overview

The Village of Yellow Springs provides police and dispatch services to the citizens with a small but efficient compliment of police officers and dispatchers who must operate in a broad range of activities.

This is a public service job based on trust, credibility, and competency. It is a critical requirement of this position that the incumbent displays the desire and ability to perform and behave (on duty, as well as off duty) in a manner that does not damage or endanger the loss of trust with the public, co-workers, and other public safety forces. Candidates must meet the following qualifications and requirements at the time of appointment or promotion.

Full-time dispatchers work rotating 12-hour shifts / 80 hours bi-weekly. The base rate of pay is in the 9-step classification, at \$23.71 per hour starting and dependent upon experience and qualifications.

Dispatchers perform assigned duties to best serve the public, the police department and other village departments and employees. The dispatcher communicates with the public and the entire village organization in person, by telephone and radio. The primary function is to answer telephone calls, emergency and otherwise, to determine the nature and location of the caller. The dispatcher determines priorities and dispatches the police, public works or other emergency units as necessary in accordance with established policies & procedures.

Key Responsibilities

Receives calls for police services from citizens and companies for everything from routine services to emergency response situations.

Monitors the primary police/fire public services and intercity frequencies, as well as neighboring communities' police and fire radio channels which may impact the village.

Initiates the prescribed procedure for hold up alarms of banks and other financial institutions.

Uses checkups to monitor the status and location of police units on assignment and utility workers on call out for their safety.

Processes non-emergency calls for service, such as house checks, barking dog, missing or found animals, personal assists and general information.

Answers routine questions, provides information to the public, refers caller to the proper person and makes every effort to direct the public to the proper agency in the event the village is not the correct agency to provide assistance.

Monitors village building emergency generator and fire alarm systems located in the dispatch office 24-hours daily and follows prescribed procedures, when an alarm sounds.

Monitors the city building security 24-hours daily using closed circuit cameras as well as observing persons in the entrance hall who may exhibit inappropriate or suspicious behavior and persons that may be detained for a short period of time.

Initiates tornado alert/safety procedure when a warning is issued for Greene County and areas of Clark County that border Yellow Springs.

Implements Hyper-Reach Notification System when required to do so.

Maintains a log of all significant radio transmissions, telephone calls and other important and related information.

Enters updates and retrieves information using LEADS, New World and Microsoft Windows computer systems. Information includes vehicle registrations, driving records, warrants, hit confirmations, missing persons, processing warrants for warrants for wanted persons, stolen vehicles, locates COP files, severe weather information, calls for service, offenses, incidents, master name index, field contacts, traffic violation data, found and stolen property, warning tickets, criminal history checks, bulletins. Dispatchers provide pertinent data as required.

Operates office machines incidental to clerical and office activity, including fax machine, telephone recording systems and copier.

Handles front counter traffic, such as taking complaints, calling in officers to speak with citizens, receiving and distributing subpoenas, receiving information, providing record checks for employment, issuing release forms for vehicles towed, fulfilling requests for copies.

Performs clerical work related to police records and office activity. Dispatcher completes call-taking memos, property cards and tags and house checks, etc. Type's letters, forms and reports. Files reports and forms as needed. Ensures that citations for court have any corresponding reports attached and that traffic citations include a printout of a driving record

appropriately marked for transfer to court; completes work that was unable to be finished on the prior shift; performs all duties in a timely manner daily.

Receives money for bonds, payments on fines, copies of reports and other sources. Writes receipts accordingly and places money in the appropriate location.

Reads posted department and criminal information, reads and signs LEADS Newsletter for current and updated information.

Performs other duties as required.

Obeys all police department policies and village policies.

Dispatchers shall constantly be mindful that their position is primarily one of developing and maintaining positive relationships with the community and promoting the concept of teamwork for the benefit of all. The face-to-face contact with citizens who come to the dispatch window facilitates and enhances positive public relations.

Qualifications

Required:

- High school diploma or GED or higher.
- Applicants must be a U.S. citizen and must be a minimum of 18 years of age at time of application.
- Must pass criminal background check.
- Ability to use communications equipment and computers.
- Working experience with Microsoft Office Suite (Outlook, Excel, Word, etc.).
- Communication skills, i.e. clear, calm and effective communication
- Active Listening Skills
- Multitasking

Desired (Not Required):

- Previous Dispatch Experience
- Customer Service or Call Center Experience
- Familiarity with Public Safety
- Typing and Data Entry
- Proficiency with Communication Equipment, i.e. radios, multi-phone systems, computer aided dispatch (CAD) systems
- Geographic knowledge
- Attention to detail

- Problem-solving skills
- Teamwork and collaboration
- CPR/First Aid certifications

Physical Requirements:

- Prolonged periods of sitting at a desk and using a computer.
- Regularly required to sit, talk, and hear; manual dexterity required for handling objects and controls.
- Specific vision abilities required include close vision and the ability to adjust focus.

Work Environment: This role operates in an office setting, requiring regular use of standard office equipment. Occasional attendance at community events or meetings may be necessary.

Application Process: We invite interested candidates to submit a resume, application, and cover letter that highlights their relevant experience and enthusiasm for the role.

Please send your application materials to paige.burge@yellowsprings.gov. This position will remain open until filled.

In accordance with applicable federal, state and local law, the Yellow Springs Police Department provides equal opportunities for applicants and employees, regardless of race, gender expression, age, pregnancy, religion, creed, color, national origin, ancestry, physical or mental handicap, genetic information, veteran status, military status, marital status, sex or any other protected class or status. The Department does not show partiality or grant any special status to any applicant, employee or group of employees unless otherwise required by law. The Department will recruit and hire only those individuals who demonstrate a commitment to service and who possess the traits and characteristics that reflect personal integrity and high ethical standards.

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.