



VILLAGE OF KEY BISCAYNE POLICE DEPARTMENT

JOB DESCRIPTION

Job Title:	Police Dispatcher	Position Type:	Full Time
Department/Group:	Police	Job Code/ Req#:	
Location:	88 West McIntyre Street	Reports To:	Communications Supervisor
Level/Salary Range:	\$33,014.59 - \$52,752.96	HR Contact:	Ana Y. Guerra, Administrative Services Manager (305) 365-8990 Ext. 1111 (786) 385-2522 aguerra@kbpd.net
Date posted:	Tuesday, November 16 th , 2015	Posting Expires:	Friday, December 4 th , 2015
FL SA STATUS:	Non-Exempt		
External posting URL:	www.keybiscayne.fl.gov		
*** Resume may be faxed to Attn: Ana Guerra at (305) 365-8937 or emailed to aguerra@kbpd.net. Add to your Résumé the Job Title you are applying for ***			

Summary:

The dispatcher works under the general supervision of the Platoon Sergeant he/she is assigned, and is responsible for receiving, screening, and dispatching information over the communications system. The dispatcher is responsible for rapid and effective screening of calls, eliciting accurate information, and transmitting that information through a variety of radio, or telephone systems. The dispatcher is also responsible for a variety of clerical activities specific to the Police Department, and other work as required by the Platoon Sergeant.

Essential Duties and Responsibilities:

They include the following. Other duties may be assigned.

1. Answers citizen's complaints whether by phone or in person, at the department's public lobby, and refers them to the appropriate department.
2. Receives calls over the Miami-Dade or local radio frequencies or telephone.
3. Must be able to communicate in English and Spanish.
4. Screens calls to determine intensity, emergency or non-emergency nature of call.
5. Transmits information to Miami-Dade County communications dispatcher or the proper department units as needed.
6. Dispatches department units when needed; notifies other non-emergency services, such as ambulance, and wrecker services, when needed.
7. Logs calls.
8. Operates the NCIC/FCIC, Miami-Dade and department computer systems to assist officers on the road in obtaining current information about individuals and/or property.

9. Assigns case numbers to incidents and uses Florida DOT computer system to generate traffic case reports for officers.
10. Perform routine clerical work, type letters and memos, file records and perform other department related chores, including maintaining the cleanliness of the work area.
11. Transmits traffic tickets to the State of Florida.
12. Monitors building security system.
13. Manually changes the Julian date in the computer system for case numbering.
14. Other duties as directed by the Chief of Police or designee.

Lead Dispatcher:

15. Schedules dispatchers.
16. Acts as Terminal Access Coordinator (TAC).
17. Acts as liaison between FDLE and Key Biscayne PD and relays new laws and regulations to Officers and Dispatchers.
18. Maintains Village NCIC/FCIC certification through providing training and testing of departmental personnel.
19. Maintains log books for receipt of subpoenas, scheduling Council Chambers, Lost and Found pets, Business Registrations and vehicles which have been towed or stolen.
20. Monitors parking lot cameras.
21. Completes shift summary reports and forms for "Watch Orders."
22. Accepts applications for and distributes parking permits.
20. Compiles data and generates Uniform Crime Report.
23. Prepares analysis reports on variable criteria, using database information.
24. Generates other reports as requested by citizens.
25. Other duties as directed by the Chief of Police or designee.

Supervisory Responsibilities:

Dispatcher: None.

Communications Supervisor: oversees work of other dispatchers.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

1. High school diploma, GED, or equivalent certificate of competency.
2. Three (3) to Six (6) months related experience and other training as needed to maintain required certifications.
3. Familiarity with routine office procedures.
4. Prior switchboard or radio experience is helpful.
5. The Chief of Police may modify the foregoing.

Communication/Language Skills

Ability to read, write and speak in English; other languages helpful. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to the public and other employees.

Mathematical Skills

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Certificates, Licenses, Registrations

Able to obtain and maintain NCIC/FCIC certification and Power Phone certification.

Lead Dispatcher: Able to obtain and maintain FTO, TAC, LAI, POC, and ISO certifications.

Other Skills and Abilities

Basic computer skills including word processing, spreadsheet applications, presentation software, and other department relevant software. Ability to work shifts including nights, weekends and holidays. Ability to respond effectively in emergency or stressful situations alertly and empathetically. Ability to work with the public, representatives of other agencies, and other employees in a courteous and tactful manner, and in a timely basis.

Equipment/Tools

Radio communications devices, security system console.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stoop, kneel, crouch, or crawl. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

Safety

Follows Village, OSHA, and public safety guidelines and protocols. Uses common sense to perform job functions in a safe manner. Reports all safety hazards to supervisors to ensure safety of work environment.

Reviewed By:	Ana Y. Guerra, Administrative Services Manager	Date:	November 16 th , 2015
Reviewed By:	Jose L. Monteagudo, Deputy Chief of Police	Date:	November 16 th , 2015
Approved By:	Charles R. Press Chief of Police	Date:	November 16 th , 2015

I have received a copy of my job description and agree to follow its guidelines and speak with my supervisor if questions arise. I understand that this job description is dynamic and that additional tasks may be added/subtracted from time to time, with notice, as situations arise.

Employee (Print Name)

Date

Employee Signature

Date