



# CITY OF BARTLESVILLE

## DISPATCHER—POLICE DEPARTMENT

### JOB SUMMARY

Provides prompt and accurate dispatching of the multiple police, fire, or related emergency response agencies through two-way radio; receives and disseminates emergency and non-emergency calls for service from citizens on the telephone; provides emergency medical dispatch to citizens on the telephone in case of a medical emergency; operates OLETS, NLETS, and NCIC communication systems. Answers emergency and non-emergency voice and TDD calls from the public; determines the nature of the call; determines action required to appropriately deal with call. Dispatches the appropriate agency to the scene through use of radio and computer aided dispatch system; coordinates multi-unit response calls. Dispatches additional support personnel as required depending upon the situation. Monitors radio communications; alarm devices and video cameras. Maintains awareness of available response units in order to dispatch calls appropriately, efficiently, and provide for officer safety. Operates OLETS, NLETS, and NCIC communication systems; types, files, and/or maintains records and logs in connection with assignments. Enters data into department computer. Monitors equipment for functional performance. Assists callers with non-emergency situations, such as giving office hours and directions to various agencies. Performs other related duties as assigned.

### DESIRABLE QUALIFICATIONS

**Education and Experience:** High school diploma or GED; or, any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job. **Licenses and Certifications:** OLETS Certification. A.P.C.O. EMD Certification. **Knowledge of:** General office procedures, policies and practices, as well as basic knowledge of computer/VDT and other general office equipment. Geography of City of Bartlesville, and County including roadways. FCC regulations related to the use of radio and telecommunications equipment. Operation of radio, computer aided dispatch and other telecommunications equipment. Operation of OLETS, NCIC, and other computer systems used in emergency operations. Policies, procedures and practices of emergency communications and dispatch operations. Various types and uses of fire, police, and medical equipment. Basic law enforcement procedures. Basic fire procedures. Basic EMS protocols. Basic hazmat procedures. Applicable state, federal and local ordinances, laws, rules and regulations. **Skill in:** Operating emergency communications and dispatch equipment. Typing and operation of a computer keyboard in order to enter and retrieve data. Typing at a rate of 30 wpm. Eliciting information from irate, upset or anxious callers. Giving detailed instructions and information to callers. Communicating clearly and effectively with others, both orally and in writing. Operating various office equipment. **Mental and Physical Abilities:** Ability to listen to caller, type into computer the information about the call, and respond to the radio simultaneously. Ability to think clearly, speak audibly and distinctly, make decisions quickly, and take effective action in emergency situations. Ability to deal with a variety of tasks effectively. Ability to understand and carry out written and oral instructions. Ability to read data, files and reports with comprehension. Ability to establish and maintain effective working relationships with others. While performing the essential functions of this job, the incumbent is regularly required to sit, use hands and fingers to handle, seize, hold, grasp or turn objects, to reach with hands and arms, and speak and hear. While performing the essential functions of this job the employee is occasionally required to lift and/or move up to 20 pounds. **Working Conditions:** Regular exposure to persons displaying irate, angry or volatile behavior and emergency situations which exposes the incumbent to a high degree of stress. The incumbent's working conditions are moderately loud. Working time may require irregular hours and shift times.

**HOW TO APPLY** Submit Application to Human Resources, Second Floor, City Center, 401 S. Johnstone Ave, Bartlesville.

Applications will be accepted from October 23, 2019 until November 22, 2019.

Salary beginning at \$15.46 per hour.

**AN EQUAL OPPORTUNITY EMPLOYER**

City of Bartlesville

401 S. Johnstone / Bartlesville, Oklahoma 74003 / (918) 338-4277