

## **POLICE DISPATCHER**

**DEFINITIONS:** Under general supervision, performs work of routine difficulty in operating communications equipment to receive, contact and dispatch police units to the scene of traffic or criminal complaints; performs related work as assigned.

**ESSENTIAL FUNCTIONS:** This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

### **TASKS:**

Operates a variety of radio communications and other equipment to locate and dispatch police units to the scene of traffic or criminal complaints; answers telephone; receives and assists public at walk-up window; documents and enters complaints and police assistance calls into Computer Aided Dispatch (CAD) network system, such as time request received, police unit arrival time and disposition of police calls; gathers and provides details to officer on complaints such as location, description of suspects/vehicles, injuries reported, etc.

Maintains and accesses information from National Crime Information Center (NCIC) as requested and relays pertinent information; monitors teletype messages and relays important information to officers; provides technical assistance and training on dispatching techniques and equipment; attends meetings, training, and seminars; assists visitors by answering inquiries and providing information requested.

### **KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:**

Knowledge of Navajo Nation and police policies and procedures affecting assigned work.  
Knowledge of English and Navajo languages.  
Knowledge of standard office procedures and practices.  
Knowledge of Navajo Nation geographical area.  
Knowledge of preparing and maintaining accurate records, reports and files.  
Skill in determining priorities and handling high-pressure situations.  
Skill in operating radio communication systems.  
Skill in communicating clearly and concisely and relaying details accurately.  
Skill in handling high volume of telephone calls.  
Skill in establishing and maintaining effective working relationships.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work involves a minimum of physical effort in a highly stressful office setting.

**MINIMUM QUALIFICATIONS:** A high school diploma or GED; and two (2) years clerical experience working with the public; or an equivalent combination of education, training, and experience which provides the capabilities to perform the described duties.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.