

George A. Lauritson
Mayor



City of St. Robert, Missouri
194 Eastlawn Ave., Suite A
St. Robert, Missouri 65584
www.saintrobert.com

573-451-2000
(Extension 1100)
636-2169-3368 (fax)

Job Description

Dispatcher

Position Open Date: August 2, 2017

Position Close Date: Open Until Filled

Please submit a resume and a City of Saint Robert application which can be printed from www.saintrobert.com. Resumes and application may be uploaded on-line at www.saintrobert.com, mailed or dropped off at the St. Robert City Hall located at 194 Eastlawn Ave., Ste. A, St. Robert, Mo 65584, emailed to hr@saintrobert.com or faxed to (636) 216-3368. Please visit www.saintrobert.com for additional information regarding this position. If you have any further questions, please contact Human Resources at (573) 451-3302 between the hours of 8:00 am to 5:00 pm Monday through Friday or via e-mail correspondence at hr@saintrobert.com. The City of St. Robert is an equal opportunity employer.

GENERAL PURPOSE OF POSITION:

The person in this position receives all incoming calls for police and fire assistance, dispatches necessary units, and performs a variety of general support duties related to the operation of the communications function of the police department while working on a rotating shift.

MAJOR DUTIES AND RESPONSIBILITIES:

The following duties are not inclusive of all duties, and the incumbent performs other related duties, as required.

- Compliance with all regulations, rules, standards, and agreements related to dispatch operations and MULES/NCIC policy.
- Performs additional duties of jail facility inmate monitoring.
- Assists commissioned officers in the search and processing of arrestees, and inmates.
- Accepts calls for police/fire/utility service and dispatches appropriate personnel.
- Monitors weather conditions for activation of community storm warning system.
- Monitors burglar and fire alarm systems.
- Maintain an accurate and concise radio telephone log/police blotter.
- Accepts bonds, court fines, and general receipts.
- Sends and receives computer generated messages and disseminates in a timely manner.
- Meets with citizens entering the police facility to register complaints, report incidents, or make inquiries on law enforcement matters.

PHYSICAL LIMITATIONS

- Requires sitting at a desk for extended periods of time; use a PC work station for extended hours; lift up to 25 pounds on occasion.

HAZARDS:

- Potential threat from exposure to toxic materials, blood borne pathogens and other potential infectious materials or disease while performing jail facility duties.
- May be subject to physical threat from unruly and dangerous individuals.
- May require extended work schedule during period of emergency.

WORK ENVIRONMENT:

The Dispatcher is a full-time, permanent position in the Saint Robert Police Department. The immediate supervisor for this position is the Dispatch Supervisor. Technical or functional supervision may be provided by a member of the departments command staff in the absence of the immediate supervisor. Most work is typically performed in an office environment with minimal exposure to adverse weather conditions. Work is performed on a rotating 24 hour schedule. The Dispatcher is accountable for the monetary, fiscal, safety, and legal issues for which this position is responsible.

LICENSES and CERTIFICATIONS:

High School Graduate or have a GED. Must be bondable. Must be able to obtain certification in entry and inquiry procedures of the Missouri Uniform Law Enforcement System. (M.U.L.E.S.)

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge:

- Principles, procedures, rules and regulations involved in the operation of communication equipment.
- Emergency service program and procedures.
- Computer system concepts, program protocols, system commands and tasks, as well as configuration and communications requirements.
- Police dispatch records and programs.

Ability:

- Establish and maintain effective working relationships with fellow employees, other agencies, and the public.
- Speak and write Standard English clearly and concisely.
- Understand computer software program concepts, operating procedures, software manuals.
- Maintain up-to-date knowledge of changes in the profession, including technical aspects, laws, regulations and procedures.
- Type 40 words per minute.
- Monitor multiple radio frequencies and telephone lines.

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- Communicate effectively with distressed persons, in person, and by telephone in a community with a large number of residents who speak English as a second language.
- Interact with an ethnically diverse population.

Certain duties of this position are classified as “safety-sensitive.” Therefore, the person in this position will be subject to mandatory testing for drugs and/or alcohol on a random, reasonable suspicion, post-accident, return-to-duty, and follow-up basis in accordance with the City’s Alcohol & Controlled Substance Use, Abuse and Testing Policy.

This job description is not intended to be all-inclusive, and employee will also perform other reasonable related business duties as assigned by Department Head as required. This job description is an “at-will” position and does not constitute a written or implied contract of employment.