

## **Position Title: Police Secretary/Dispatcher**

**Department:** Public Safety, Division of Police

**Position Reports to:** Chief of Police

**Immediate Subordinates:** None

### **Position Function**

This position is responsible for serving as a primary point of contact for citizens requiring police services and assists in a diverse range of administrative tasks.

### **Job Responsibilities**

- Answers calls and directs calls to appropriate emergency responder
- Receives incoming phone and radio communications
- Provides detailed information to public and Division personnel
- Assists and directs the general public
- Enters data into various databases
- Accesses a variety of local, state, and national computer systems to inquire, enter, and/or update information
- Monitors and records the activities and locations of on-duty officers through the use of radio, telephone, and mobile data terminals
- Retains, maintains, and disseminates Division records/files
- Prepares documents for other government offices and for the general public
- Performs other duties as required and assigned by the Chief of Police or his/her designee

### **Physical Requirements**

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

Job requires incumbent to sit, talk/hear, and use hands to finger, handle, or feel. Lift 20lbs or more at times.

## **Experience and/or Educational Requirements**

The requirements listed below are representative of the minimum qualifications, knowledge, skills, and abilities required to successfully perform the essential functions of the position.

## **Occupational/Technical Skills**

Ability to use database, word processing, and or selected job specific software  
Ability to use communication equipment (telephone and radio)  
Knowledge of Village and State laws as well as laws of arrest, and search and seizure  
Ability to use selected job-specific software  
Ability to interact effectively and professionally during stressful situations  
Must maintain a valid Ohio Driver's License and must have the ability to drive

## **Administrative Skills**

Ability to analyze and resolve situations and problems  
Ability to handle multiple priorities and projects  
Ability to keep clear and accurate records and reports  
Ability to use a computer terminal to accurately and rapidly enter and retrieve data and information  
Knowledge of filing methods and records management techniques

## **Cognitive Skills**

Ability to interpret a variety of technical information with abstract and/or concrete variables  
Ability to make timely, sound decisions  
Ability to interpret documents such as government regulations and complicated policies, procedures and protocols  
Ability to create and readily draw on a large pool of diverse sources of information

## **Communications Skills**

Ability to let people know of decisions, changes, and other relevant information in a timely fashion  
Ability to speak effectively one-to-one  
Ability to speak effectively before groups and to respond to questions  
Ability to demonstrate attention to and convey understanding of the comments or questions of others  
Knowledge of correct English usage, including spelling, grammar, punctuation and vocabulary  
Ability to prepare clear and concise reports, correspondence and other written materials

## **Interpersonal Skills**

Ability to use tact and discretion  
Ability to deal courteously and diplomatically with the general public

Ability to maintain issue confidentiality Interpersonal skills necessary to provide effective leadership to subordinate personnel and to develop cooperative working relationships with employees, senior management, elected officials, and vendors

Ability to maintain issue confidentiality

**Qualifications**

- High school diploma or the equivalent.
- Valid State of Ohio Driver’s License
- Notary Public desired
- LEADS certification (must be obtained within 60 days of employment)
- Six months to one year of relevant experience
- Or any combination of education, training and work experience which provides the required skill sets to perform the essential functions of the job.

**VILLAGE OF SWANTON, OHIO**

**EMPLOYEE**

By: \_\_\_\_\_

By: \_\_\_\_\_

Shannon Shulters  
*Village Administrator*

Date:\_\_\_\_\_

Date:\_\_\_\_\_