

**CITY OF CAYCE
CLASS DESCRIPTION
2000**

CLASS TITLE: DISPATCHER

GENERAL DESCRIPTION OF CLASS

The purpose of the position is to dispatch public safety and other service personnel in response to citizen calls for help. The position is responsible for answering emergency and service phone calls, identifying the appropriate personnel, and relaying required information to those personnel. The position works according to set procedures under direct supervision.

ESSENTIAL TASKS

The tasks listed below are those that represent the majority of the time spent working in this class. Management may assign additional tasks related to the type of work of the class as necessary.

Answers emergency/non-emergency phone calls; routes calls and teletype messages to appropriate person or department.

Dispatches police, fire, EMS, animal control and/or utility assistance requests.

Maintains daily log sheets; records time, location and nature of trouble.

Enters NCIC, docket book, issuance of warrants, traffic citations and other information into computer databases.

Receives moneys for bonds, traffic citations, jail fees and/or utility billings; maintains accurate financial information for department collections and petty cash fund.

Conducts criminal history checks on prospective jurors.

Coordinates the transportation of criminals.

Monitors surveillance cameras.

INVOLVEMENT WITH DATA, PEOPLE, AND THINGS

DATA INVOLVEMENT:

Requires copying, entering or posting data or information.

PEOPLE INVOLVEMENT:

Requires speaking or signaling to people to convey or exchanging information of a general nature.

INVOLVEMENT WITH THINGS:

CLASS TITLE: DISPATCHER

Requires handling or using equipment requiring moderate instruction and experience such as computers, software programs such as word processing, spreadsheets or custom applications, and switchboard, or may service office machines.

COGNITIVE REQUIREMENTS

REASONING REQUIREMENTS:

Requires performing semi-skilled work involving set procedures but with frequent problems.

MATHEMATICAL REQUIREMENTS:

Requires performing addition and subtraction, multiplication and division.

LANGUAGE REQUIREMENTS:

Requires reading routine sentences, instructions, regulations, procedures, or work orders; writing routine sentences and completing routine job forms and incident reports, speaking routine sentences using proper grammar.

MENTAL REQUIREMENTS:

Requires performing clerical tasks requiring a wide range of procedures and requiring intensive understanding of a restricted field or complete familiarity with the functions of a unit or small division of an operating agency; requires normal attention with short periods of concentration for accurate results or occasional exposure to unusual pressure.

VOCATIONAL/EDUCATIONAL AND EXPERIENCE PREPARATION

VOCATIONAL/EDUCATIONAL PREPARATION:

Requires high school diploma or GED or specialized vocational training.

SPECIAL CERTIFICATIONS AND LICENSES:

Must possess a valid South Carolina driver's license
NCIC Entry and Inquiry Certification
E911

EXPERIENCE REQUIREMENTS:

Requires a minimum of three years experience as dispatcher or related training.

AMERICANS WITH DISABILITIES ACT REQUIREMENTS

PHYSICAL AND DEXTERITY REQUIREMENTS:

Requires sedentary work that involves walking or standing some of the time and involves sustained keyboard operations.

ENVIRONMENTAL HAZARDS:

The job risks exposure to no environmental hazards.

CLASS TITLE: DISPATCHER

SENSORY REQUIREMENTS:

The job requires normal visual acuity, field of vision, hearing and speaking.

JUDGMENTS AND DECISIONS

JUDGMENTS AND DECISIONS:

Requires very few decisions, affecting only the individual; work in a very stable environment with clear and uncomplicated written/oral instructions.

ADA COMPLIANCE

The City of Cayce is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

SOUTH CAROLINA RETIREMENT SYSTEMS

Belongs to the South Carolina Retirement System.

PUBLIC SAFETY DISPATCHER, CITY OF CAYCE

The City of Cayce currently has a position available as a Dispatcher for police, fire, EMS, animal control and/or utility assistance requests.

Duties of the position include, but are not limited to:

- Under general supervision operates Public Safety communications equipment in receiving and transmitting messages and information requiring action by law enforcement officers or other Public Safety divisions.
- Ensures calls are handled in a professional and timely manner; exercises judgment in urgency calls and works under stressful conditions.

Qualifications:

- Preferred requirements include a high school diploma or equivalent with 5-11 months of radio and telephone communications/dispatching experience and completion of the required certifications.
- Must have E911 certification/operation and the ability to communicate effectively in a variety of situations under stressful conditions.
- Must not have a serious hearing or speech impairment.

The starting salary range is \$15.51 - \$18.33, commensurate to applicant's certification level and experience.

*****Copies of the following documents should be submitted with Public Safety applications: Birth Certificate, valid Driver's license, HS Diploma/GED Certification, Social Security card, DD Form 214 (ex-Military personnel), current Credit Report from local Credit Bureau.*****

Excellent benefits package that includes State Retirement and paid health insurance. Applications are available on the city website: www.caycesc.gov **A valid South Carolina Driver's License with a good driving record is required. Must provide DMV record at time of first interview. Application required. E.O.E.**