GRANDVIEW POLICE DEPARTMENT
POLICE DISPATCHER

The Grandview Civil Service Commission is currently accepting applications to conduct a test to establish an eligibility list for the position of Entry Level or Lateral Police Dispatcher with the Grandview Police Department. Applications and job descriptions are available on-line at www.grandview.wa.us or at Grandview City Hall, 207 West Second Street, Grandview, WA 98930, (509) 882-9200 and will be mailed upon request. Completed and signed applications will be accepted until the position is filled.

Salary for Entry Level Police Dispatcher is $3,185 per month. Benefits include medical, dental, orthodontia and vision insurance for employee and dependents; $25,000 life insurance; paid vacations, holidays and sick leave; participation in Washington State Public Employees Retirement System. The City of Grandview is an Equal Opportunity Employer.

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JOB DESCRIPTION
POLICE DISPATCHER

Nature of Work

The position of Police Dispatcher is a complex position requiring a unique skill set. Police Dispatchers must respond to emergency and non-emergency calls for assistance and information, create accurate computer records, and communicate efficiently with police and other emergency service providers. Police Dispatchers must be extremely capable of multitasking, problem solving and must have the ability to perform well during stressful situations. A Police Dispatcher must also possess excellent customer service and communication skills.

Essential Job Functions

A. Receive emergency calls, obtain needed information, and communicate the needs of that community member to officers or other emergency services.
B. Receive non-emergency calls and provide information and assistance as needed.
C. Responds to and assists officers in the field with records checks, call updates, and requests for additional resources.
D. Accurate computer entries in the computer aided dispatch system.
E. Professional customer service through both lobby contacts and telephone interactions.
F. Initiates and carries out routine correspondence internally and with other agencies.
G. Assists with the booking and holding of inmates.
H. Maintains the confidentiality and accuracy of police records.
I. Reviews completeness and processes various licenses and applications.
J. Assist with general office maintenance to include stocking supplies and light cleaning.
K. Efficient operation of office equipment to include computers, multi-phone lines, and two-way radio, usually all at once.
L. Monitors alarms and camera systems
M. Compile data, produce reports, letters, or other forms and memos as required.
N. Able to work rotating shifts including nights, weekends, and holidays.
O. Other necessary duties as assigned by police administration.

Knowledge, Abilities, and Skills

- Working knowledge of modern office practices and procedures.
- Professional verbal and written communication skills.
- Skill in operating a typewriter.
- Skill in filing and maintaining office records.
- Skill in operating common office machines.
- Good judgment in making decisions in accordance with regulations, rules,

policies, laws and ordinances.

- Ability to understand and follow complex oral and written instructions.
- Ability to maintain and prepare complex reports, records and files.
- Ability to operate computer.
- Ability to prioritize tasks.
- Clerical aptitude and good general intelligence.
- Ability to establish and maintain harmonious and effective working relationships with other employees and the public.
- Can multi-task and remain calm in a busy, high stress environment.

Special Requirements

All applicants for examination for this class must be citizens of the United States; able to read and write the English language; be at least 21 years of age at time of advertising examination; in ordinary good health; of good moral character and of temperate and industrious habits; possess a high school diploma or GED equivalent; possess typing ability; must possess a valid, unrestricted Washington Driver's License at time of employment; must have no felony convictions or misdemeanor convictions involving theft, larceny, moral turpitude, controlled substances, driving while under influence of alcohol and/or drugs, hit and run or reckless driving. Evidence of any other violation of criminal or traffic statute or ordinance which in the opinion of the Commission renders the applicant unfit as a law enforcement dispatcher shall be caused to deny an application or remove an individual from further consideration.

May be approved for employment only after a thorough background investigation, including, but not limited to, drug history, driving record, credit history, criminal record, work history, reference checks, polygraph and psychological exams.

Desirable Experience and Training

In addition to the above minimum requirements, it is highly desirable that applicants possess some educational training in office practice, and related business subjects; and at least one year's experience in clerical office work involving public contact. Knowledge and experience in radio communication is very desirable. Have some knowledge of radio equipment, radio operations, radio logs, radio repairs, and radio symbols.

Fluency, verbal and written, in Spanish is preferred, but not required.

Revised and approved by the Civil Service Commission on July 20, 2018.