

## **LAW ENFORCEMENT DISPATCHER I**

### **NATURE OF WORK IN THIS CLASS**

This is semi-routine work in receiving and dispatching messages in the Guam Police Department, Guam Fire Department, and other related law enforcement agency's communication systems. Employees in this class receive and transmit messages by phone or radio transmitter/receiver. Work involves receiving and evaluating all incoming complaints or requests for police, ambulance, and rescue services, and relaying messages and information to and among law enforcement personnel and the general public. Work is performed under close supervision, but with continued experience and proven ability, may perform responsible and difficult duties independently on assigned tasks. Work is reviewed through conferences and submission of reports for compliance with policies, practices, and procedures.

**ILLUSTRATIVE EXAMPLES OF WORK:** (These examples do not list all the duties which may be assigned; any one position may not include all the duties listed.)

Receives telephone complaints and other requests for assistance from the public; elicits and summarizes necessary facts; determines preliminary classification of offense and forwards pertinent information to higher level dispatchers.

Dispatches police personnel in response to complaints, reports of crimes, disturbances, accidents, emergencies, and other police assistance; Screens calls to ascertain the nature and kind of service requested.

Provides operator relief to higher level dispatchers, under supervision; dispatches uniformed personnel in response to complaints, reports of crimes, disturbances, accidents, emergencies and other request for assistance.

Provides assistance and information among law enforcement personnel and the general public regarding police operations, fires, emergency medical services, and other emergency services.

Receives case data from reporting uniformed personnel and enters same into various computerized files via teleprocessing terminals.

Operates multi-line phones and other office equipment.

Maintains and updates logs for emergency assistance of abandoned and towed vehicles, missing, and wanted persons, and other miscellaneous police/fire bulletins and records.

Prepares event cards and daily bulletin reports.

Maintains complete radio and telephone logs on all messages received and transmitted; compiles and types detailed reports and activities during the shift worked.

Performs related work as required.

### **MINIMUM KNOWLEDGE, ABILITIES AND SKILLS**

Ability to learn and apply police, fire, emergency medical services and other law enforcement radio dispatching operating procedures.

Ability to learn and apply rules, regulations, policies, practices, and procedures of communication operations .

Ability to learn the geography of Guam and to read maps.

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Ability to learn and apply the pertinent laws of the Territory of Guam and applicable federal laws relating to communication operations.

Ability to learn and apply crime, fire, and other emergency medical service classification and coding methods.

Knowledge of modern office practices, procedures and equipment.

Ability to operate multi-lined telephones, radio transmitter/receiver equipment, and computers.

Ability to speak clearly and distinctly.

Ability to communicate effectively, orally and in writing.

Ability to make sound decision under stressful conditions.

Ability to write and type clear and concise reports and maintain records.

Ability to establish effective working relationships with others.

Ability to perform multiple tasks while simultaneously using a computer.

Ability to work rotating shifts and holidays.

Ability to maintain and safeguard confidential information and documents.


**MINIMUM EXPERIENCE AND TRAINING**

- A. One year of clerical and computer typing experience involving public contact work and graduation from high school or possession of a G.E.D. ; OR
- B. One year of telephone operator or radio dispatching experience and graduation from high school or possession of a G.E.D.

**Established:** January 1976  
**Amended:** March 1991  
**Amended:** May 1991  
**Amended:** August 2008  
**Pay Range:**

**HAY EVALUATION:**    **KNOW HOW:**            C11 87  
**PROBLEM SOLVING:** B2(16%) 14  
**ACCOUNTABILITY:**    B1A 19  
**TOTAL POINTS:**        120.00

Pay Grade E, Step 1: \$16,656 – Step 10: \$24,984

  
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 Lourdes M. Perez  
 Director, Department of Administration