

LAW ENFORCEMENT DISPATCHER II**NATURE OF WORK IN THIS CLASS**

This is specialized 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 operate a radio transmitter/receiver to dispatch and coordinate the response of police/fire personnel relative to complaints, emergencies, and other requests for police, fire, and related law enforcement assistance. 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 independently in accordance with established policies, practices, and procedures and is reviewed through conferences and submission of reports. Work may involve leading the work and/or training lower level dispatchers.

ILLUSTRATIVE EXAMPLES OF WORK: (Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed.)

Transmits and receives radio messages in a communication control center to and from the field.

Dispatches law enforcement personnel in response to complaints, reports of crimes, disturbances, accidents, emergencies, and other requests for assistance.

Follows up on transmitted messages to ensure receipt and understanding.

Coordinates response of other elements of the department and clears channels for direct broadcast between field units as necessary.

Maintains an accurate record of the status of all law enforcement personnel in the field, including motor patrol deployment and disposition.

Screens and classifies telephone complaints from the public, elicits and summarizes necessary facts and classifies and codes criminal offenses.

Communicates with ambulance, fire and civil defense agencies when required.

Provides assistance and information to the general public regarding police operations, fire and emergency medical services and other emergency assistance.

Operates civil defense command radio system and initiates civil defense procedures and notification plans.

Operates radio transmitter/receiver, PBX switchboard and other common office equipment.

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

Prepares event cards and daily bulletin reports; maintains various police logs, bulletins and records.

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

May lead the work of others and assist in training lower level dispatchers.

Performs related work as required.

MINIMUM KNOWLEDGE, ABILITIES, AND SKILLS

Knowledge of police, fire, emergency medical services and other law enforcement radio dispatching.

Knowledge of rules, regulations, policies, and procedures of communication operations.

Knowledge of the organization of various government agencies of the Government of Guam.

Knowledge of the geography of Guam.

Knowledge of pertinent laws of the Territory of Guam and applicable federal laws relating to communication operations.

Knowledge of crime, fire and other emergency medical service classification and coding methods.

Knowledge of office practices and procedures.

Ability to operate telephone and radio transmitter/receiver equipment.

Ability to speak clearly and distinctly.

Ability to communicate effectively, orally and in writing.

Ability to make sound decisions under stressful conditions.

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

Ability to type with speed and accuracy.

Ability to establish effective working relationships with others.

Skill in the operation of a law enforcement department's communication equipment.

MINIMUM EXPERIENCE AND TRAINING

- a) Satisfactory completion of a police or related dispatcher training program and two years of experience in an emergency services communication operation as a complaint clerk and/or radio dispatcher; or
- b) One year of experience in clerical and typing work including public contact work as a receptionist or related work and two years of work experience in an emergency services communication operation as a complaint clerk and/or radio dispatcher; or
- c) Any equivalent combination of experience and training which provides the minimum knowledge, abilities, and skills.

ESTABLISHED: JANUARY 1976
AMENDED: MARCH 1991
AMENDED: MAY 13, 1991
PAY RANGE: 27



FELIX P. CAMACHO
Executive Director
Civil Service Commission