

Position Description	
Job title:	Police and Fire Dispatcher
Location:	Richfield, Ohio
Reports to:	Dispatch Supervisor
Position objective/Summary:	This is safety communications work in the Police Department. An employee in this classification receives incoming emergency and non-emergency telephone calls, acquires and records essential information and dispatches information to and from appropriate Police and/or Fire personnel and works under the administrative direction of the Police Chief.
Responsibilities:	Duties and Responsibilities include, but are not limited to: • Receives walk in requests and/or telephone calls from multiple incoming lines, from individuals or agencies needing emergency police, fire or EMS assistance. • Ascertains and records appropriate information from caller using computer terminal • Evaluates information and dispatches Police, Fire or EMS service • Communicates with dispatchers, service, or caller via radio and mentally visualizing what is taking place • Assists caller in coping with a difficult and/or dangerous situation until assistance arrives • Callers may be frightened, hysterical, incoherent, irrational, confused and angry • Dispatcher is to respond calmly, courteously and with authority when necessary • Enters information into multiple computer systems • Enters data into computer, LEADS terminal and logs • Files data • Tests various equipment periodically for proper functioning • Is a sworn Deputy Clerk of the Akron Municipal Court • Processes waivers, bonds, arrests, warrants and summons • Performs related work as required • Demonstrates regular attendance • Will be required to respond/work after hours, including holidays and weekends
Qualifications	• High school graduate or GED. • Valid Ohio Driver's license. • Must be 18 years of age. • Must be a citizen of the U.S. • Ability to satisfactorily complete a thorough background investigation, written cognitive assessment, psychological evaluation. • After six months of training, must be certified by the State of Ohio to operate the Law Enforcement Automated Data System (LEADS) • After six months of training must be certified through Priority Dispatch in Emergency Medical Dispatching (EMD)
Skills:	• Knowledge of Richfield, Richfield Twp., Peninsula, Boston Twp., geography. • Multi-tasking in a stressful environment.

	• Reading and comprehending written materials, such as laws, ordinances, rules and Regulations, etc. • Ability to communicate effectively • Ability to type and enter data into a computer • Ability to remember and recall information • Ability to speak clearly, acquire pertinent information and reduce this information to acquire data • Ability to make good decisions • Ability to remain calm in stressful situations and to act tactfully • Ability to visualize situations based on a radio report, and respond appropriately • Ability to file materials accurately • Ability to maintain state and local certifications • Emotional stability and mature judgment
Hours:	• Part-time F.O.P. bargaining unit employment-maximum of 28 hours per week. • Full-time F.O.P. bargaining unit employee 40 hours per week. • 24/7 shifts and subject to being on call. • Must be able to work any shift assigned by supervisor
Disclaimer:	This description is a general statement of required major duties and responsibilities performed on a regular and continuous basis. It does not exclude other duties as assigned and does not prescribe or restrict the tasks that may be assigned.