

MUNICIPALITY OF SKAGWAY

POLICE DEPARTMENT

JOB DESCRIPTION

POSITION TITLE: Lead Dispatcher, subject to shift work

POSITION SUPERVISOR: Police Chief

HIRING AUTHORITY: Selection Committee of the Borough Manager (or designee) and Police Chief

WAGE RANGE: Grade 15, rate of pay at appointment DOE not to exceed the current pay scale step #4.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- High School Diploma or equivalency.
- Valid Alaska State drivers license.
- Office equipment, radio, telephone, and computer literacy. Experience with Microsoft Office applications preferred.
- Ability to quickly gather information; ascertain the facts; ability to speak and write effectively and multitask in a timely manner.
- Be able to obtain and hold a security clearance meeting the requirements of the Alaska Public Safety Information Network (APSIN).
- Ability to pass all Local, State, and Federal background checks in order to access APSIN, NCIC, and NLETS.
- Knowledge of computer retrieval and entry information systems.
- The ability to maintain confidentiality.
- The ability to make vital decisions and work under partial supervision with a high degree of independence.
- Ability to perform within very stressful situations and to use discretionary judgment when emergency situations arise.
- Effective communication skills, ability to resolve intradepartment issues. Experience in a supervisory role preferred.
- Certifications for Telecommunicator 1, Emergency Medical Dispatcher, Emergency Medical Manager, and CPR within one year of hire.

DUTIES:

This position works under the direction of the Police Chief and performs a full range of dispatch activities including overseeing dispatch personnel activities and work performance, as delegated by the Police Chief. This is a non-commissioned position.

- Answer telephone, information requests, and correspondence.
- Provide general supervision to Dispatchers, as delegated by the Police Chief.
- Conduct interviews for Dispatcher hiring, as delegated by the Police Chief.

- When necessary, assist Dispatch with receiving, screening, and prioritizing emergency and non-emergency telephone calls for service from the public requiring law enforcement, emergency medical service, or fire department attention, relaying to officers or command personnel, and other Dispatcher duties, as appropriate.
- Maintain and manage dispatch records; enter and document all data related to State traffic citations, State Uniform Crime Reports, Court records, and judgments.
- When necessary, assist with dispatching emergency calls for police, fire, and ambulance as well as NPS and other outside agencies.
- Run computer NCIC and ASPIN checks for officers in the field via the radio and telephone.
- Must be able to complete special training to comply with Emergency Medical Dispatch requirements.
- Help facilitate Dispatch new-hire training, including maintenance of training/certification calendar for all police department employees.
- Facilitate and provide public outreach for annual National 911 Education month.
- Create/Manage shift schedule for Dispatchers.
- Audit Emergency Callworks to ensure national standards for reporting purposes.
- Establish/maintain written protocols for 911 quality assurance/quality improvement program. Review Dispatch performance per protocols.
- Submit monthly, quarterly, and bi-annual reports to the State of Alaska per requirements. Assist in State of Alaska audit requests.
- Monthly validation of all Conditions of Release, Want/Warrant, and Protective Order records.
- Maintain and ensure accuracy within the CrimeStar Records Management System.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

EEO Statement: We consider applicants for all positions without regard to race, color, creed, religion, national origin or ancestry, sex, sexual orientation, gender identity, age (40 or over), disability, genetic information, veteran status, or any other legally protected status under local, state, or federal law