

Grove Police Department

Telecommunications Officer (911 Dispatcher) and Jailer

Starting Salary: \$11.78 HR / \$24,504 Yearly

Job Summary

The communications officer serves as the telephone and radio communications link between the calling party and units in the field. Essential job functions include: accurately and effectively receiving and transmitting information via telephone or radio, input and/or retrieval of information concerning emergency and non-emergency situations, recording information obtained from callers by typing information into the computer, monitoring calls to ensure dispatch of supporting agencies; dispatching emergency and non-emergency vehicles to reported trouble locations; and monitoring frequencies in order to respond to field unit status reports and requests for assistance. Monitoring and assisting with inmates including but not limited to: preparing meals, assisting with searching and dressing out of same sex inmates, maintaining your CPR/First Aid certification and jailer certification. The work is reviewed through continual visual observation by the supervisor or training officer.

Minimal Requirements

- High School Diploma or G.E.D
- Must be 21 years of age or older
- Must complete 12 weeks of Telecommunication Basic Training
- Must have achieved or must obtain within 6 months of employment an OLETS certification

Job Requirements

- Skill in accurately and efficiently obtaining, recalling and relaying pertinent information
- Skill in verbal communications utilizing tact and diplomacy
- Skill in recording information accurately
- Skill in typing in an accurate and speedy manner
- Skill in operating a two way radio and multiline telephone system
- Skill in making quick and accurate decisions
- Ability to remain calm in emergency situations
- Willingness to maintain confidentiality
- Must be willing to work any shift and varying days off
- Familiarity with computers and varying software is essential
- Various other duties as assigned including but not limited to cleaning, filing, clerical, data entry, etc.

Physical Requirements

- Arm-hand steadiness and manual/finger dexterity enough to use equipment such as keyboards, telephone, etc.
- Near vision enough to read a computer screen and written communications such as memos, operations procedures, and instructions from supervisors
- Hearing and speech enough to communicate clearly and distinctly by telephone, in person, or on the radio in a semi-noisy/distracting environment created by other dispatchers, equipment, multiple phone lines ringing, excessive radio traffic, etc.
- Subject to sitting, telephone usage, etc. for prolonged periods of time

Working Conditions

- Inside at all times in a climate controlled environment
- Exposure to continuous noise typically at low levels as produced by other dispatch personnel, computer terminals, keyboards and climate control equipment
- Subject to frequent and excessive stress from high activity levels and the nature of the calls received
- Required to work various shifts including nights, weekends, and holidays
- Subject to shift assignment changes
- Subject to 24-hour emergency call

Preferred Experience

- OLETS certification, Jailer certified, CPR/1st Aide certified, and dispatch experience. (But not required)

Benefits

- Vacation
- Sick Leave
- Holidays
- Retirement
- Life Insurance
- Health Insurance
- Dental Insurance