

**CITY OF AVON LAKE**  
**POSITION DESCRIPTION**  
**Police Dispatcher/Records Clerk – Police Department**

Job Title:	Dispatcher/Records Clerk
Department:	Avon Lake Police Department
Immediate Supervisor:	Chief of Police or their designee
Positions supervised:	None
FLSA Status:	Non-exempt (full time)
Bargaining Unit:	FOP, Ohio Labor Council
Civil Service Status:	Classified (full time)

## **JOB RESPONSIBILITIES**

Under general supervision, this position receives incoming calls from the public and sworn personnel requesting services and/or information. These inquiries may come from telephone and/or radio communication channels or other communication equipment. Such inquiries are expected regardless of time of day in keeping with traditional and non-traditional work hours.

This position will be assigned other supportive duties within the ALPD including in-person service to the general public and/or the department personnel following department established public records regulations. Additionally, these staff members will handle, as assigned, clerical and registration type matters (as outlined by City Ordinances or assigned by the AL Police Chief). These additional clerical assignments may fluctuate by seasonality or changes in City policy/ordinances.

Other duties:

- Operation of telephone console to receiving incoming phone calls for assistance; determines nature and urgency of call (i.e., emergency, service, information, etc.); receives and transmits radio (or other) communications for purposes of law enforcement, traffic control, accident investigation, motorist assistance, security, etc.).
- Log and monitor calls, types of calls, as required by the Department.
- Contacts support services as necessary (Fire, ambulance, mutual aid) or directed.
- Monitors and responds, as appropriate to 9-1-1 emergency lines and takes appropriate action.
- Operates telecommunications terminals (LEADS, NCIC, etc.) including operation, review, monitoring, responses, and furnishes such information to appropriate staff members.

- Monitors closed circuit systems in the department and city-wide security systems.
- Oversight and monitoring of the detention facilities of the ALPD, as necessary; may be called upon to physically search/handle same sex persons held by ALPD in department facilities.
- Maintain jail log information and any necessary supporting records as dictated by department protocols.
- Research, archiving and retrieval of department records as necessary or assigned.
- Attends meetings and trainings as directed.

## **QUALIFICATIONS**

Completion of secondary education (or equivalent), plus equivalent combination of training and/or experience in similar role. Prior experience in similar roles a plus. Prior experience dealing with law enforcement a plus. Strong verbal and writing skills; second language knowledge or certification a plus (Spanish, etc.). Must have strong multi-tasking capabilities and ability to prioritize situations and calls for service. Efficient typing or transcription skills and ability to convert information according to established protocols.

Ability to communicate effectively and diplomatically; Ability to tailor communication style(s) to meet the audience including federal, state and local entities; elected officials, community volunteers, potential developers, City staff and general public. Ability to handle stressful and time sensitive matters seeking support, input, knowledge, answers, etc. from others in the Department and/or the OIC, as necessary. Must understand the need for discretion in all interactions with both internal and external audiences.

Must pass any established truth verification tests as well as any other established pre-employment tests including medical, psychological and/or substance as determined.

Must possess an understanding of the non-traditional hours role of this function including the ability to be punctual, flexible and reliable. The work demands of this position include shift/work schedule changes with and without prior notice.

## **LICENSURE OR CERTIFICATION (REQUIRED)** (\*indicates developed after employment)

\*NCIC/LEADS/CCH Certification; must renew certification according to schedule established by certifying authority; \*Public Safety Telecommunications Best Practices for Missing and Abducted Children (or equivalent); \*NIMS: IS-100 and IS-700; \*Notary Public; Emergency Medical Dispatch Certification (optional). \*Must be able to obtain and maintain CPR/AED certification through American Red Cross (or equivalent), per City policy.

## **LICENSURE OR CERTIFICATIONS (PREFERRED OR OBTAINED)**

- Emergency Medical Dispatch training and/or certification; CPR training, Pediatric first aid or PALS training.
- Notary Public (must obtain within 6 months of hire).

## **PHYSICAL REQUIREMENTS**

Intermediate physical activity including bending, standing, reaching, etc.; working conditions include loud, environments with multiple sound sources. Fast-paced environment with seasonal and/or weather adverse effects. Good eyesight (or corrected vision) and keen hearing (or corrected with aids). Must be able to lift, move or access records or record storage of up to 50 pounds.

### **Knowledge of:**

- City of Avon Lake geography and familiarity with specialized areas (schools, industrial areas, churches, medical centers, etc.).
- Working knowledge of City of Avon Lake Ordinances, State of Ohio Laws, federal or other applicable laws and regulations.
- Department functions/duties; including reports, parking, tow issues, court documents, etc.
- Department emergency or weather protocols.

**Salary Range:** As determined by Codified Ordinances and Collective Bargaining Agreements.

**Benefits:** As determined by Codified Ordinances and Collective Bargaining Agreements.