

Belle Meade Police Department

Police Dispatcher Job Opening

Summary:

The Police Dispatcher position is skilled emergency service work that involves receiving emergency and non-emergency requests for police assistance, determining nature/urgency of calls, initiating police or other emergency personnel action and maintaining close contact with field units to monitor response and needed support requirements.

It requires a considerable degree of initiative and independent judgment within procedural boundaries in responding to emotional, disturbed and sometimes abusive people in a variety of situations. Work may be done separately or sometimes in conjunction with other dispatchers.

The Police Dispatcher position requires a willingness to work various shift assignments and overtime in accordance with maintaining a fully operational 24 hour facility.

Duties / Responsibilities:

- Receives and responds to emergency and non-emergency calls from the public, dispatchers, and law enforcement agencies via telephone and radio systems;
- Processes and evaluates information received, prioritizes calls and dispatches required units;
- Maintains status and locations of public safety personnel;
- Utilizes technology such as computers, radio systems, telephones, fax machines and other communication equipment;
- Accesses and enters sensitive data in local/state/national databases as necessary for investigative purposes;
- Enters and maintains files for persons or property pending apprehension/recovery;
- Maintains appropriate security and confidentiality of information created or encountered in the performance of assigned duties;
- Keeps informed of departmental regulations, policies and procedures;

Desirable Knowledge, Skills and Abilities:

- Knowledge of basic computer skills;
- Knowledge of public service activity and methods of local government;
- Knowledge of computer technology and equipment;
- Knowledge of law enforcement terminology and procedures;
- Knowledge of English language for spelling and proper word usage;
- Skill in multi-tasking, coordinating simultaneous mental, manual, and visual activities;
- Skill in observing situations analytically and objectively and relaying details accurately;

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- Skill in communicating using two-way radio and telephone equipment;
- Ability to speak clearly and concisely;
- Ability to think clearly and act quickly in emergencies;
- Ability to establish and maintain effective working relationships with Police Department personnel, other city employees, outside law enforcement agencies and the public;
- Ability to meet attendance schedule with dependability and consistency.

Minimum Qualifications:

All dispatch operators must attend a basic certification course that consists of a forty (40) hour training course given by the Tennessee Bureau of Investigation with a minimum score of 75% in order to receive certification. Standards for admittance to this course require the following:

- Be at least 18 years of age
- Be a United States Citizen
- Possess a high school diploma or G.E.D.
- Submit fingerprints (to remain on file with TBI)
- Pass a background check and be of good moral character

Salary:

The salary range for a police dispatcher is \$27,500 - \$38,000 depending on qualifications and experience. For further information concerning medical insurance and other benefits, please contact Chief Tim Eads at 615-297-0241 from 9:00 AM – 5:00 PM Monday thru Friday.

The City of Belle Meade is an Equal Opportunity Employer (EOE)