



CITY OF BELLE MEADE

JOB DESCRIPTION

Job Title: Dispatcher

Reports To: Communications Sergeant

Supervises: None

FLSA Status: Non-Exempt

DEFINITION:

This employee is responsible for receiving and transmitting messages by radio, telephone and other electronic methods to the police department, fire department, ambulance service, and other agencies or personnel. The employee is under the immediate supervision of the Communications Sergeant or the shift supervisor. The employee receives somewhat general instructions for the work to be performed, but most aspects of the work are guided by specific operating standards or procedures. There are times when independent judgment is necessary.

EQUIPMENT/JOB LOCATION:

- The employee will operate a variety of equipment including, but not limited to, a computer, radio and transmission equipment, copy machine, printer, alarm systems, and telephone.
- Work is typically performed in an office, sitting at a desk or table.
- Occasional light lifting may be required.

ESSENTIAL FUNCTIONS OF THE JOB:

- Receives and transmits routine and emergency messages via radio, telephone and other means for the police department, public works, and other agencies or personnel.
- Maintains a log of all radio traffic, including but not limited to, all traffic stops, arrests, license and auto registration checks, response times on police and fire calls, complaints, etc. through the Computer Aided Dispatch (CAD) system.
- Monitors all alarms and dispatches proper service response.
- Operates TIES and NCIC computer.

ADDITIONAL EXAMPLES OF WORK PERFORMED:

Performs other job duties as assigned, including:

- Provides assistance to persons with complaints or requests.

- Completes police department and other reports.
- Operates police computer equipment.
- Provides general clerical support such as making copies, completion of complaint cards, etc.
- Receives and receipts money for fingerprints.
- Performs related work as assigned.

PRIMARY JOB CHALLENGES:

The employee must be able to multi-task operating radio, telephone and computer nearly simultaneously in emergency situations after sitting idle for a period of time.

REQUIRED KNOWLEDGE AND ABILITIES:

- Must have a knowledge of the rules and regulations of the Federal Communication Commission pertaining to transmitting and receiving messages by radio.
- The operation of radio transmitting and receiving equipment, TIES and NCIC computer system and other equipment generally used in an emergency dispatch operation.
- Some knowledge of the laws and ordinances of the City and State of Tennessee.
- Modern office practices, procedures and equipment.
- Ability to understand and follow oral and written instructions, including department policies and procedures.
- Establish and maintain an effective working relationship with the public and other employees.
- Public contact, in a variety of situations, is frequent.
- React quickly and calmly in emergency situations, and follow proper policies and procedures.
- Obtain working knowledge of the Davidson County "10-Codes".

QUALIFICATIONS:

- Graduation from a standard high school, preferably with some training in the use of computers.
- Minimum of twenty-one (21) years of age.
- Pass a background investigation.



CITY OF BELLE MEADE - POSITION ANNOUNCEMENT – POLICE DISPATCHER

The City of Belle Meade is seeking qualified candidates for the position of Police Dispatcher. Primary job duties include receiving and transmitting routine and emergency messages via radio, telephone or other means for the police department, public works and other agencies or personnel; logging all radio traffic into the Computer Aided Dispatch system; monitoring all alarms and dispatching proper response; and operating TIES and NCIC computer. The successful candidate must have excellent verbal and written communication skills, be highly organized and able to multitask between radio, telephone and computer. He/she should be able to work independently as well as effectively operate in a team environment.

PAY SCALE & BENEFITS

Salary range \$37,322 - \$43,907, depending on qualifications and experience. The City of Belle Meade is an EEO, ADA, Title VI employer. The Comprehensive Benefits package includes, but is not limited to:

- Longevity Pay (after 3 years of service) of \$100/year
- Health & Dental Insurance – (HEALTH) -100% employee paid by City and approx. 30% employee contribution for dependent coverage; (DENTAL) – Approx. 30% employee contribution for all coverages
- Life and AD&D Insurance Policy Paid by City - \$25,000
- Additional Insurances Available Through Payroll Deduction
- Long-Term Disability Policy Paid by City
- Uniform Shirts Provided
- 1 Sick Day per Month Accumulated Up To 90 Days
- Vacation: 2 Weeks- 1-5 Years; 3 Weeks- 6-10 years; 4 Weeks-10+ years
- 10 Paid Holidays Per Year
- Retirement Plan - State of Tennessee 401K Plan and optional 457b Tax Deferred Annuity
- Early Retirement Program (minimum 55 years of age & 10 years of service)

(This information subject to change without notice. The City of Belle Meade is an EEO/ADA/Title VI employer)

Please send application, Authorization to Release Information, resume, and cover letter to Chuck Williams, Chief of Police, 4705 Harding Road, Nashville, 37205 or email to cwilliams@citybellemeade.org. A printable application, Release form, and job description are available at www.citybellemeade.org, by clicking on the menu option "Police Department", Employment Opportunities". Please email any questions to the above email address.