

**CITY OF NAPPANEE**  
**POSITION DESCRIPTION**

An Equal Opportunity Employer

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**EMPLOYEE NAME:**  
**DEPARTMENT:** Police

**POSITION TITLE:** Dispatcher  
**EMPLOYEE NUMBER:**

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**REPORTS TO:** Dispatch Supervisor  
**PAY:** Ordinance

**EMPLOYMENT STATUS:** Full -Time  
**F.L.S.A. STATUS:** Non-exempt

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**QUALIFICATIONS:**      An example of acceptable qualifications:

Completion of secondary education and training and/or experience in typing/office equipment operation, or equivalent; must be 21 years of age and be able to obtain Indiana Data and Communications System (IDACS) certification within 6 months of employment.

**LICENSURE OR CERTIFICATION REQUIREMENTS:**

IDACS Certification

**EQUIPMENT OPERATED:**      The following are examples only and are not intended to be all inclusive:

911 system computer, IDACS computer system, in-house computer, alarm and door panel, radio, paging system, T.D.D., cameras, recorders, typewriter, office equipment, telephone, monitors.

**INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:**

Occasional -      Exposure to intermittent loud noise; exposure to possible electric hazards; exposure to bodily waste, tissue, or fluids.

Periodic -      Contact with potentially violent or emotionally distraught persons; proximity to the use of firearms.

**ESSENTIAL FUNCTIONS OF THE POSITION:**      For purposes of 42 USC 12101:

58% (1)      Performs communications functions; operates two-way radio to receive and transmit messages to and from appropriate personnel; dispatches appropriate personnel to locations; maintains contact and provides information to

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coordinate on-site activities of emergency and law enforcement personnel; operates IDACS/NCIC computer to send and receive messages and/or request and receive law enforcement data; collects information regarding crimes or emergency situations in progress and relays information to appropriate personnel; receives and screens emergency telephone calls; operates E-911 terminal to receive and transmit to and from appropriate personnel; enters and retrieves information into and from computers.

- (2) Performs public relations functions; receives and responds to routine inquiries in person and via telephone; provides assistance to general public; greets and directs visitors; operates T.D.D. equipment to receive and send messages.
- (3) Performs record functions; enters statistical data into computers; prints reports; copies reports; prepares and maintains records, reports and data according to established procedures; files records; performs Vehicle Identification Number (V.I.N.) checks and accounts for V.I.N. monies received.
- (4) Performs facility, equipment and supply functions; receives and unpacks paper and equipment parcels; distributes supplies and equipment; maintains inventories of equipment and supplies; performs preventative maintenance of equipment; performs minor repairs of equipment; performs routine cleaning and maintenance of equipment; locks and unlocks doors in secured areas.
- (5) Attends and performs training functions; attends department meetings; attends IDACS/NCIC and related training sessions; maintains required certifications.

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**OTHER DUTIES AND RESPONSIBILITIES:**

Performs other duties as directed; distributes mail; performs minor maintenance and repair of facility and HVAC systems.

**MINIMUM ACCEPTABLE CHARACTERISTICS:** \*indicates developed after employment:

**Knowledge of:** organizational policies and procedures\*; safety practices and procedures; communications techniques; FCC rules and regulations; dispatching procedures; 911 computer operating procedures; data processing; geographic layout of jurisdiction\*; office equipment operation; records preparation and management; human relations.

**Skill in:** typing; computer operation; data entry.

**Ability to:** carry out detailed but basic instructions; deal with problems involving several variables in familiar context; recognize unusual or threatening conditions and take appropriate action; calculate fractions, decimals, and percentages; prepare accurate documentation; communicate effectively; maintain records according to established procedures; understand a variety of communications; work alone on most tasks; demonstrate ability to move up to 50 lbs.

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This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. The incumbent will be required to follow the instructions and perform the duties required by the incumbent's supervisor, department head, or designee.

My signature below signifies that I have reviewed and understand the contents of my position description. I am aware of the requirements of my position, and will perform to the best of my ability, the job requirements specified in this position description.

\_\_\_\_\_  
Approval of Department Head

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

\_\_\_\_\_  
Employee's Signature

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date