

# Police Dispatcher Job Description

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## **Duties and Responsibilities:**

- Operate radio and communications systems to relay information to police officers
- Receive distress calls from the public to facilitate help by contacting appropriate law enforcement agency and providing OTP solutions
- Maintain an up-to-date knowledge of local laws, police terminologies, policies, and procedures
- Conduct inspection of work equipment to initiate maintenance or repairs as required
- Monitor and record the location of patrol officers so as to dispatch teams according to their proximity to an accident scene
- Obtain useful caller information such as caller identity, location, and nature of situation
- Maintain radio transmission logs, as well as up-to-date record of calls and complaints
- Assess calls to determine the urgency of a situation and necessary response requirements
- Search databases to obtain information regarding wanted persons or stolen property
- Provide over-the-air emergency medical assistance to callers
- Monitor alarm systems to detect building intrusion and fire emergency
- Read and interpret maps to determine the location of an incident and provide directions
- Forward inquisition calls to appropriate agency, department or personnel
- Monitor radio frequencies of public works department and other civil organizations to stay abreast with current safety situation
- Scan maps and status charts to determine the availability of an emergency unit.

## **Police Dispatcher Requirements – Skills, Knowledge, and Abilities**

- Education and Training: To become a police dispatcher, you require at least a high school diploma and training in communication or peace standards. Most police departments require dispatchers to possess certification from the National Crime Information Center. Having a college degree in computer science, criminal justice or communications provides a competitive edge and increases job prospects
- Communication Skill: Police dispatchers are proficient in clearly communicating useful information to callers and to patrol officers
- IT Skill: They are well versed in using computer systems, radio and telephone to obtain, relay, and store information
- Decision making Skill: They are able to analyze a situation to proffer recommendations effective in ensuring public safety
- Pre-employment tests: To be hired for this position usually requires taking pre-employment tests and passing it. learn about [job assessment tests](#) and how to top the competition.