



UNIVERSITY CIRCLE, INCORPORATED



JOB DESCRIPTION

Job Title:

Police Dispatcher, University Circle Police Department (UCPD)

Reports To:

Police Captain

Classification:

Full Time or Part Time

Last Updated:

2024

Purpose of the Police Dispatcher:

The Police Dispatcher is the main point-of-contact for UCPD, responsible for answering emergency and non-emergency calls to coordinate the response of Police Officers to the scene of a crime, accident or any incident which requires the assistance of police. Dispatchers organize and document the incident responses and pertinent activities of UCPD officers and personnel in the computer-aided dispatch (CAD) database and assist officers in the completion of their assignments.

Responsibilities of the Police Dispatcher:

- Provide continuous and expeditious communication services for all police activities.
 - Answer phones, taking all necessary information from callers and/or transfer calls to appropriate recipients.
 - Monitor UCPD police radio, UCPD emergency band and other departmental radios for incidents impacting our officers or University Circle, and serious incidents near University Circle which have the propensity to carry over the jurisdictional boundary or impact officer safety.
 - Monitor CCTV, Tip411 license plate reading (LPR) and/or other technologies available to dispatchers which make dispatchers aware of incidents in or impacting the safety of University Circle.
 - Speak over police radio to convey information to or take information from UCPD officers.
 - Coordinate additional or alternative resources, including but not limited to Fire, EMS, other police agencies, LAZ parking services, etc. to assist UCPD officers and/or people in need of their services.
- Maintain a computerized log for all calls for service and pertinent UCPD activities into the departmental computer-aided dispatch (CAD) system.
 - Input date, time, location and incident information into the CAD system, taking due care to avoid the input of Protected Health Information (individually identifiable health information) or any other unnecessary information that would have to be redacted from public information.
 - Generate report numbers for calls at an officer's request.
 - Input information about callers, witnesses, victims, businesses and others involved in any crime or incident being managed by UCPD officers.
 - Input criminal and traffic citation and warning information, including the receipt and recording of motorist demographic information.

- Input vehicle information and document tows completed by UCPD.
- Utilize CAD in a manner which best conveys useful or important information to officers responding to or at the scene of any incident.
- Utilize CAD to research information about incidents, reports, people, vehicles, business, etc.
- Utilize CAD to research and/or document officer safety and situational awareness information, including but not limited to Master Name notes and call notes.
- Use law enforcement databases, including, but not limited to LEADS/NCIC and OHLEG, to elicit additional information that assists officers in the completion of their duties and investigations.
 - Within legal parameters, enter, retrieve, interpret and disseminate computer-generated law enforcement data to UCPD officers in the interest of officer safety and furthering investigations.
 - Assist authorized University Hospital Police Department (UHPD) with all LEADS/NCIC functions and authorized Case Western Reserve Police Department (CWPD) in the event they have an outage.
 - Maintain current access permissions and take necessary renewal tests
- Maintain electronic and/or hard-copy organizational files for departmental reports, citations, tows, OVI and arrest paperwork, subpoenas, protection orders and other relevant documents to ensure proper record-keeping.
- Distribute, fax or otherwise disseminate reports and copies of relevant paperwork to Detectives, the City of Cleveland and authorized law enforcement partners with an interest in any UCPD criminal case.
- Receive mail, distribute to recipients at UCPD and prepare mail for delivery.
- Review official citations for supervisory signatures and prepare them for delivery to Cleveland Police Department (CPD) or Cleveland Municipal Court (CMC).
- Maintain connectivity with CCTV and camera system applications, recording services, police databases, radios and other technologies in dispatch, and make appropriate notification to a supervisor when these technologies lose function and cannot be re-connected by the Dispatcher.
- Maintain organization over phone lists, operational and password information, training, business and institution contact information, files, forms and other information and/or documents necessary to the functions of Dispatch.
- Control access to UCPD, greet visitors at the police window.
- Provide additional assistance and service to UCPD as needed.

Qualifications:

- Must be able to use a Windows-based desktop computer, Microsoft Office applications and learn departmental database applications.
- Must be able to use basic office machinery, including but not limited to multi-line telephones, fax and copy machines and computers.
- Must be able to work quickly and in real-time, multitask and keep up with shifting priorities and changing conditions.
- Must be able to manage multiple telephone lines, radio communications and computer applications.
- Must be able to tolerate a noisy working environment.
- Must be able to communicate clearly, concisely and with respect by telephone, radio and in person with diverse populations including people in crisis or under stress.
- Must be willing to cope with angry and demanding people.
- Must be able to make decisions with limited information or make sense of vague information.
- Must be able to keep one's composure during high stress situations and see tasks through to completion.
- Must be able to elicit and convey specific information without judgement or bias of the caller or activities being described.
- Must be able to stay focused and alert during working hours.
- Must be able to work as part of a team.

- Must have excellent judgement and problem-solving skills.
- Must be willing to train new dispatchers, when qualified to do so.
- For part-time dispatchers, must be willing to work at least eight (8) hours per month.
- Due to the 24/7 nature of police work, may be required to work varied shifts, including evenings, nights, weekends, holidays and accept occasional overtime for absences due to the vacation/holiday time or injury/illness of other Dispatchers, special events and training.

Authorizing Signature:

Thomas Wetzel, Chief of Police