

**CITY OF OTHELLO  
DISPATCHER/CLERK  
JOB DESCRIPTION**

<b>JOB TITLE:</b>	Full-time Dispatcher/Clerk	<b>DIVISION:</b>	Dispatch
<b>EXEMPT:</b>	No	<b>DEPARTMENT:</b>	Othello Police Department
<b>REPORTS TO:</b>	Sergeant/Assistant Chief	<b>UNION:</b>	Yes
<b>REVIEWED BY:</b>	Chief of Police	<b>DATE:</b>	April 2023

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**JOB SUMMARY**

Responsible for operating communication equipment for receiving and transmitting information related to emergency or other services and for providing clerical and typing assistance to departmental personnel.

**DUTIES AND RESPONSIBILITIES**

Include the following and other duties may be assigned.

- Operates communication equipment for receiving & transmitting information relative to emergency or other community services.
- Provides clerical and typing assistance to departmental personnel.
- Provides customer service to the public via phone and in person.
- Dispatches police, fire, and/or medical units to appropriate calls.
- Enter court orders, stolen vehicles, missing person, warrants, etc. into the state and federal database system.
- Monitors security cameras and cell logs.
- Collects money for CPL, reports, bail, etc.
- Other duties as assigned.

**NECESSARY KNOWLEDGE, SKILLS AND ABILITIES**

- Employee must be able to deal courteously and tactfully with the public, who may occasionally be uncooperative or hostile.
- Ability to operate computer communication equipment.
- Ability to maintain records accurately.
- Ability to think clearly and calmly in emergency situations.
- Ability to become familiar with building and street locations in Othello and immediate surrounding areas.
- Must maintain strict confidentiality of information.
- Employee will be required, at times, to perform a number of actions simultaneously.

**EDUCATION/EXPERIENCE**

Employee is required to have working knowledge of computers/keyboard functions; minimum of 18 years of age; ability to read and write the English language; High School graduate or equivalent; valid Washington State driver's license; ability to pass a written and oral Civil Service test process. Must successfully complete a background investigation; polygraph examination; and must have no disqualifying criminal history (felonies, certain misdemeanors, and criminal traffic). Must have experience or training, which would demonstrate the ability to deal with the public and perform the work of the class.

## **LANGUAGE SKILLS**

Employee must possess a clear and well modulated voice. Must be able to read and write the English language. Bilingual (English and Spanish) is not mandatory but is highly desirable.

## **REASONING ABILITY**

Ability to analyze situations quickly and objectively and able to interpret communication from the public whom may occasionally be uncooperative or hostile. Ability to cope with stressful situations firmly, tactfully and with respect for individual rights.

## **CERTIFICATES, LICENSES, REGISTRATION**

Must possess and maintain a current State of Washington Drivers license for any period after the first month of employment. Must be able to maintain ACCESS level 1 & 2, CJIS Security Clearance. Other certifications may be assigned as needed.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job.

While performing the duties of this job, the employee is regularly required to sit or stand for long hours and regularly communicate verbally with the citizens of Othello and/or Adams County. Must be able to hear high and low volume and/or multiple frequencies. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls. The employee is occasionally required to stand, walk and reach with hands and arms.

The employee may lift and/or move up to 10 pounds and occasionally lift and/or move more with assistance. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus. The employee very frequently performs work while looking at a computer screen.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job.

- The employee will occasionally deal with customers that may become upset, uncooperative, and/or hostile.
- The employee will be assigned rotating or bidding shift work schedules. Employee work week may include weekends and holidays.
- The noise level in the work environment is quiet to moderate.
- The City of Othello is an Equal Employment Opportunity employer.