



Department:	Police
Supervisor:	Support Services Supervisor
Prior Revision Date:	10/28/2015
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Revision Made By:	Admin/Chief Kerr
Revision Reviewed & Approved by:	Giesbrecht
Employment Status:	PMEA Union
Date Provided to Bargaining Unit	1.19.2023

Job Description

POLICE DEPARTMENT Chief Dispatcher/Corrections Officer

Definition

Under general direction of the Support Services Manager, the Chief Dispatcher/Corrections Officer leads, monitors, and coordinates the work of Dispatcher/Corrections Officers. Exercises a substantial degree of responsibility and independent judgment and performs duties with a minimum of direction/supervision.

Supervision Received

The Chief Dispatcher/Corrections Officer reports directly to the Support Services Supervisor and may receive guidance and direction from the Chief of Police.

Supervision Exercised

The Chief Dispatcher is a first level supervisor within the chain of command of the police department and exercises direct supervision over assigned personnel.

Duties *The duties listed in this section are intended as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

The Chief Dispatcher/Corrections Officer's essential responsibilities include, but are not limited to, the following:

- Provide leadership and guidance to subordinates, promoting teamwork and a positive work environment.
- Resolve problems and questions presented by subordinates regarding work methods or proper procedure to follow. Study and standardize procedures to improve efficiency and effectiveness of operations. Recommend to supervisor and implement approved changes in procedures.
- Facilitate and monitor training of Dispatcher/Corrections Officers.
- Read, examine, and review incident reports and computer input prepared by subordinate staff for accuracy; make corrections and forward to appropriate staff. Make necessary recommendations to the Support Services Supervisor for corrective action and/or re-training.
- Assist with Dispatcher/Corrections Officer applicant screening and interviewing.
- Maintain office and jail supply inventory.
- Ensure the jail is adequately stocked and clean

- Ensure equipment is working properly, and contact service companies for equipment repair, as approved by the Support Services Supervisor or Police Chief.
- Quality Assurance for all law incidents – review and ensure completeness of Dispatch inputs, court documents, 911 and complainant telephone calls for incidents resulting in charges or sent to DA for review.
- Submit monthly Law Enforcement Use of Force Report and acts as the primary contact for CJIS (Criminal Justice Information Services)
- Maintain Emergency Plan Binders – Disaster Response, Hydro Emergency Response, Code Red.
- Maintain Quality Assurance, Sex Offender Registry, Condition of Release and Protective Order binders.
- Maintain training, reference manuals and forms associated with Dispatch and Jail Functions.
- Acts as primary Field Training Officer and trainer.
- Quality assurance for all Dispatch/Correction Officers, Field Training Officers and documentation.
- Assess Dispatcher/Corrections Officers ability to work independently as the final phase of field training.
- Prepare annual performance evaluations for Dispatcher/Corrections Officers.
- Act as alternate agency APSIN Terminal Security Officer.
- Balance cash drawer, complete documentation and submit to the Support Service Supervisor.
- Maintain dog licensing records.
- Maintain dispatch records located on Police Department Server
- Assign additional duties to Dispatcher/Corrections Officers such as (fingerprint processing, vehicle impounds and trespass lists.
- Maintain dispatch and public document supply (Motor Vehicle Accident self-reports, bail schedules, etc.).
- Perform duties of Dispatcher/Corrections Officer.
- May operate Borough vehicles.
- Perform other duties as assigned.

Distinguishing Characteristics

The clerical, administrative and corrections officer duties assigned to positions in this classification are skilled and performed with limited supervision, normally within established systems and following established procedures. The work of this classification is distinguished by the employee's involvement in supervision over daily Dispatch and Corrections operations and training.

The Chief Dispatcher/Corrections Officer will demonstrate the following traits and abilities:

Communication:

- Actively listen to others for understanding of their needs and situations, gather pertinent information and communicate professionally to the proper recipient:
- Clearly speak, read and write in English.
- Understand and carry out written and oral instructions

- Direct, mentor, counsel, train and discipline subordinates in a professional manner.

Decision Making:

- Act in a decisive manner, using good judgment, and effectively interpret the policies and objectives of the department.

Interpersonal Relationships:

- Communicate with tact and diplomacy, deliver and accept constructive criticism and maintain cooperative working relationships with employees, other department supervisors, various organizations, and the public;
- Work efficiently while observing all applicable Borough-wide and departmental safety standards and requirements.

Professional Attitude:

- Demonstrate commitment to the organization and profession through initiative, dependability, self-confidence, professional development, and representation of the department to other agencies' staff and citizens with a courteous, accurate and business-like manner.

Quality of Work:

- Produce quality work with a high level of accuracy.
- Recognize and correct errors and utilize work time efficiently and productively.

Working Conditions

Approximately 75% of the position's duties will be in a seated position in an office environment with high noise level. Exposure to violence, biological hazards, and communicable diseases may be encountered which could necessitate the use or wearing of personal protective equipment. Periodic physical effort may be required while standing or lifting objects normally less than 30 lbs. Strong physical effort may be required while assisting subduing of prisoners. Mental and emotional stress may be encountered. Correction Officers duties can occupy 25% - 90% of any shift.

Qualifications

- High School Diploma or GED.
- Must possess a current and insurable Alaska State Driver's license.
- Must be at least nineteen (19) years of age.
- Must have the ability to obtain/maintain APSIN security clearance.
- Two years emergency Police/Fire/EMS dispatching experience.
- Meet requirements listed in 13 AAC 85.215, Standards for Employment as Municipal Corrections Officer
- Successful completion of the Municipal Corrections Officer Academy or required equivalent.

Any combination of experience and education which provides the applicant with the following attributes:

Working knowledge of:

- Supervisory practices and principles.
- Petersburg Borough organization and departmental functions.
- Office practices, procedures, and equipment.
- Common computers and supporting applications.
- Basic housekeeping and sanitation requirements for cooking meals.

Ability to:

- Supervise staff.
- Exercise sound judgment and rational thinking under stressful conditions.
- Perform several duties simultaneously with high degree of accuracy.
- Work irregular and on-call hours, including weekends, evenings, and holidays.
- Travel out of town for one day or more for trainings.
- Communicate effectively, tactfully, and courteously with the public and law enforcement personnel.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Be punctual and attend work regularly.
- Learn and comply with Standard Operating Procedures.
- Maintain strict confidentiality.

Ability to establish and maintain effective working relationships with fellow employees and the general public; work cooperatively with supervisors and display willingness to assist co-workers and subordinates.

Signatures affixed on this job description confirm that it has been reviewed by the employee and his/her direct supervisor and that a clear understanding of the expectations of this position exists.

Employee

Supervisor

Date

Date