



# THE VILLAGE OF INDIAN HILL

<https://indianhill.gov/job/dispatcher-24/>

## Dispatcher

### Description

The City of the Village of Indian Hill, Ohio is accepting applications for the position of Dispatcher for the Indian Hill Rangers. This is a full-time civilian position serving as the initial contact person with the police department on all telephone and radio calls for service. Generally responsible for dispatching and monitoring radio calls, processing and/or dispatching calls for service, monitoring surrounding agency frequencies, monitoring community alarm system and performing various administrative task for the police department.

This position requires a thorough knowledge of police dispatching procedures, contemporary office administration and basic principles, methods and procedures of law enforcement. Applicants must be able to comprehend and react to oral and written instructions in a multi-task environment and maintain effective communication, concentration, and sound judgment in life threatening or crisis situations.

### Essential Duties and Responsibilities

#### *Radio Communication:*

- Dispatches radio calls to officers.
- Monitors car to car radio calls and traffic.
- Monitors and communicates with other stations (Hamilton County Communications Center).
- Monitors surrounding agency frequencies (Hamilton County).
- Maintains radio/phone recorder.

#### *Telephone Communications:*

- Processes and/or dispatches calls for fire service and life squad.
- Processes and dispatches incoming calls for service to officers.
- Assists incoming calls for information (directions or phone numbers).
- Takes and transcribes messages for officers not available or initiating voicemail.
- Initiates and returns calls to residents and complainants to advise status of the complaint they initiated.
- Serves as the community point of contact for emergencies or calls for service for the Fire Department, Public Works and Water Works departments.

#### *Communicates and records information utilizing various computer programs:*

- Utilizes the RCIC and NCIC system to obtain and disseminate information.
- Records complete and accurate information on the Sundance CAD/RMS system.
  - Maintains log of calls for service.
  - Maintains log of daily events.
  - Maintains log of activities and recap of arrests.
  - Maintains log of daily roll call sheet.

### Hiring organization

The Village of Indian Hill

### Employment Type

Full-time

### Job Location

6525 Drake Road, OH, 45243, Cincinnati

### Base Salary

\$ 61,749 - \$ 75,416

### Date posted

March 18, 2024

### Valid through

April 17, 2024

- Maintains log of daily contacts.
- Maintains list of confidential vacation reports.
- Maintains alarm files and confidential personal information.

*Performs various administrative tasks (but not limited to):*

- Processes pay-out traffic citations and minor misdemeanor citations. Maintains log of citations and arrests for court purposes.
- Deer struck by vehicles, Bridle Trail passes
- Maintains lost/found animal log and assists with animal complaints.
- Facilitates communication with officers by texting or utilizing voicemail.

*Dispatchers are responsible to maintain a continuous presence at the front desk area:*

- Serves as an immediate contact person for emergency calls, 911 transfers and routine business calls at the front desk.
- Monitors community alarm system for various burglar, fire and medical alarms.
  - Contacts residents by phone on all alarms to ascertain actual state of emergency.
  - Dispatches emergency personnel as needed.
  - Communicates and coordinates information between different responding departments to successfully resolve the emergency.
  - Maintains house key file and provides assistance to officers and citizens as well by providing keys.
- Provides service to citizens and walk-ins to include, but not limited to, giving directions, phone numbers, assisting with vacation reports, notary services and any other reasonable requests for service.
- Provides security for the station area when the station is otherwise unoccupied and assists officers to observe prisoners while on station.

## **Knowledge, Skills & Abilities**

- Must possess an extensive knowledge of police dispatching procedures as well as a basis knowledge of the principles, methods and procedures of law enforcement.
- Must possess a thorough knowledge of departmental rules, orders, policies and procedures that relate to the operation of the department. Must also maintain familiarity with organizational and departmental administrative programs.
- Must possess the ability to understand and execute complex oral and written instructions and to prepare clear and effectively communicate in order to facilitate the flow of information.
- Must have the ability to function in a multi-task environment and demonstrate the ability to prioritize events in the logical order of importance and follow tasks through to completion with a minimal amount of supervision.
- Must possess the ability to communicate and record information in written form utilizing computer programs.
- Must have a working knowledge of commonly used computer programs as well as specific programs to the law enforcement profession such as RCIC, NCIC and Sundance CAD/RMS.
- Must demonstrate the ability to function well under stress, including stability of performance under pressure, hostility or opposition.
- Must demonstrate the ability to make decisions, tempered with the ability to reach logical conclusions based on the evidence at hand and then react in

an appropriate manner based upon priorities.

- Must have the ability to interact in a positive manner to establish and maintain effective working relationships with fellow employees, supervisors, residents, representatives of cooperating agencies and the general public.
- Must have the ability to accomplish tasks and responsibilities in a community and police organization that is sensitive to a variety of diversified interest and needs.

### **Qualifications**

Persons applying for this position must be at least 21 years of age, possess a high school diploma or equivalent, a valid driver's license and have a current certification for LEADS and NCIC. Candidates employed by the State of Ohio or one of its political subdivisions located within the State of Ohio, including counties, townships or municipalities is highly preferred. Applicants who fail to meet the minimum qualifications may be rejected.

Upon a thorough review of applications, candidates selected to continue on in the civil service process will be required to successfully complete an extensive interview(s) process to establish an eligibility list for the position. Up to the first ten and subsequent candidates on the final eligibility list may be subjected to additional investigation and evaluation as to their suitability of employment which may include, but not limited to, background investigation, psychological exam, polygraph, drug screening and medical evaluation.

Candidate must be willing to work rotating 12-hour shifts, weekends and some holidays.

### **Job Benefits**

Salary range is \$61,749 to \$75,416 based on qualifications.

Current benefits include:

- Shift differential pay for rotating shifts
- Participation in the Ohio Public Employees Retirement System
- Deferred Compensation Plans
- Comprehensive Health, Dental, Vision and Life Insurance
- Employer Health Savings Account Contributions
- Employee Assistance Program
- 12 Paid Holidays including super holiday compensation for certain holidays worked
- Paid leave including vacation, personal, sick and ability to earn compensatory time
- Longevity pay annually after 5 years of service with the Village
- Years of service credit for those candidates who have prior service with other governmental units for vacation leave and eligibility to transfer up to 960 hours of unused sick leave with written verification from previous employer

### **Contacts**

Applicants must submit a completed employment application, a resume and a copy of all relevant certifications. Application for Employment can be downloaded below.

**Deadline to apply is 4:00 p.m. EST on Wednesday, April 17, 2024.** For any questions or inquiries, please contact Jessica Chaney Director of Administrative Services at [jchaney@indianhill.gov](mailto:jchaney@indianhill.gov).

Applications will be reviewed as they are received. Qualified applicants meeting the minimum qualifications will receive notification of the date and time of the exam

administration.

*The City of the Village of Indian Hill is an Equal Opportunity Employer*