

# Radio Dispatcher Job Description

## Class Definition:

A Radio Dispatcher performs various duties that coordinate field activities and staff by delivering assignments, instructions, and alerts via the organization's radio communications network. The work of this class involves no supervisory duties or responsibilities.

Incumbents receive moderate supervision from an administrative superior. Employees in this class work an unconventional workweek. Work is performed in an office where working conditions are normal. Work requires minimal physical exertion.

## Typical Examples of Work:

(The following examples illustrate the work performed in the positions in the class. Positions may require some or all of these examples depending on the organization of work within the agency. This list is not inclusive. A position may require related duties not listed, if necessary, to accomplish the work of the agency.)

- Answers incoming calls and communications.
- Coordinates response and delivery of received information to field staff.
- Dispatches and deploys staff, vehicles, and/or units based on communications received.
- Adeptly uses multi-line telephone systems, mobile phones, two-way radios, and other communications methods and networks.
- Maintains calm communication with and provides instruction (such as first-aid guidance) to incoming callers.
- Performs other duties as assigned.

## Required Knowledge, Skills, and Abilities

- Excellent verbal and communication skills.
- Ability to execute directions accurately and with speed.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Strong analytical and problem-solving skills.
- Ability to prioritize tasks, delegating when appropriate.

- Ability to operate or to quickly learn a variety of communications systems.

## **Minimum Education and Experience Requirements**

**Requirements** - Graduating from an accredited high school or possessing a GED certificate and 2 years of experience as a radio dispatcher.

**Equivalencies** - Equivalent combination of education and experience.

### **Licenses, Registrations, and Certificates**

Not Applicable.