



**City of Milford**  
**Police Dispatcher**  
Pay Grade: G04

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**Employment Status:** Full- Time

**FLSA Status:** Non- Exempt

**Experience Required:** Must get certification as a Terminal Operator for National Criminal Information Center and Delaware Justice Information; NIMS (National Incident Management System) ICS-100, ICS-200 training; FEMA IS-700 training. A comparable amount of training and experience may be substituted for the minimum qualifications. Must pass pre-employment testing for substance abuse and criminal background.

**Minimum Education Requirements:** High school diploma or equivalent

**Direct Supervisor:** Police Lieutenant

**Supervisory Responsibility:** None

**Primary Work Location:** Office setting

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**Job Summary:** Performs responsible technical and clerical work on an assigned shift dispatching fire, police, and rescue equipment and personnel usually in response to emergency situations; dispatches on-call utility personnel, for after hour emergency utility situations; does related work as required.

The Police Dispatcher shall be committed to the mission, vision and values of the City and demonstrate such through ethical conduct, community stewardship, individual initiative and responsive service.

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**Supervision Received:** Work is performed under the general supervision of the Police Lieutenant.

**Essential Job Functions:**

An employee in this position may be called upon to do any or all of the following essential duties:

- A. Operate radios, telephone switchboard, data computer, paging and alarm system, and recording devices.
- B. Receive complaints in person or by telephone; receive and transmit messages by radio and maintains radio log; receive accident and ambulance calls.
- C. Dispatch emergency equipment and personnel where and when needed.
- D. Take telephone calls concerning complaints, pass information on to appropriate units and makes record of calls; prepares reports and maintains records.
- E. Assist public with directions, or questions that pertain to police matters.
- F. Perform immediate trouble shooting on vital malfunctioning equipment.
- G. Monitor four street cameras and dispatch officers if required.
- H. Able to operate criminal record databases.
- I. Receive calls and dispatch for city utilities after hours; receive payments for disconnect and call out utilities for reconnects; receive payments for city summons.
- J. Contact out of state agencies reference fugitives and notify the state detectives.
- K. Check vehicles, tags, wanted status and license on NCIC and DELJIS.
- L. Performs related work as required.

**Essential Functions, Qualifications, & Knowledge, Skills, and Abilities (KSA) for Employment:**

An employee in this class must have the following knowledge, skills, and abilities upon application:



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**Knowledge**

- Computers using Windows environment.
- Familiarity with Delaware Law, City Ordinances, Geographic's of City, Delaware 10 code for radio communications.

**Skills**

- Communicate effectively with people under emotional and stressful situations both in person and via telephone and two-way radio.
- Time management.
- Prioritizing.

**Abilities**

- Type 50 wpm.
- Maintain a calm demeanor in and extraordinary situations and to keep confidential information confidential.
- Availability to work rotating shift work, and 12-16 hour shifts often without meal breaks, away from work station.



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**Signatures / Date**

- I have read the job description for my position. I understand and accept the requirements as stated.
- I have read the job description for my positions. I would like to have a second review of the job description with my manager and human resources.

Chief of Police:

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Employee:

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Human Resources Administrator:

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