

**City of Cottage Grove  
Job Description  
Police Dispatcher**

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|----------------------------|-------------------------------------|
| <b>Department:</b> Police  | <b>FLSA:</b> Non-exempt             |
| <b>Reports to:</b> Captain | <b>Representation:</b> Police Guild |
| <b>Pay Range:</b> 2PD      | <b>Date Adopted:</b> September 2025 |

Essential competencies of this job are described under the headings below. They may be subject to change at any time. 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 job description does not constitute an employment agreement between the employer and employee, and may be changed by the employer at any time.

**GENERAL POSITION SUMMARY:**

Performs specialized duties in the operation of a public safety communications system including operating complex communications equipment for emergency and non-emergency situations, requests for assistance by police, fire, and emergency medical response units; dispatching and monitoring appropriate emergency public safety unit;, and keeping accurate records of communications received and transmitted.

**DUTIES AND RESPONSIBILITIES:**

An employee in this class receives requests for 9-1-1, emergency, and non-emergency service via telephone, text messaging, audio sources, and in-person contacts; dispatches the appropriate emergency responder(s) while working in a high-visibility environment; and makes decisive and rapid decisions during simultaneous handling of multiple events, while accurately typing and utilizing computer skills in the operation of a Computer Aided Dispatch (CAD) system, logging calls for service and conducting data entry and retrieval.

**ESSENTIAL FUNCTIONS:**

Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all tasks which the employee may be expected to perform within this class.

1. Professionally interact with City staff, the general public, and other agencies using courtesy, tact, and good judgment.
2. Answer 9-1-1 calls for response to life threatening emergency situations—simultaneously with general requests for assistance—and dispatch appropriate emergency service responders.

3. Accurately enter and update calls for service and police daily activity into the CAD system.
4. Accurately access state and national computerized information and disseminate same to requesting emergency responders.
5. Listen and paraphrase effectively, while relaying information clearly and distinctly in a well-modulated and pleasant voice.
6. Listen to emergency radio communications and effectively use the radio system to communicate with public safety personnel in the field.
7. Provide technical assistance to and problem-solve with staff on an as-needed basis.
8. Monitor prisoners in temporary holding by audio and visual monitors.
9. Assist public with requests for information and assistance.
10. Contribute to a positive work environment; maintain effective and cooperative working relationships with those encountered in the performance of duties including employees, elected officials, other organizations, and the public.
11. Follow all safety rules and procedures for work areas.
12. Work various shifts, weekends, and/or holidays.
13. Perform other related duties consistent with the role and function of the position.

#### **ESSENTIAL PHYSICAL REQUIREMENTS:**

The physical demands or requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Operate call-taker/dispatching equipment and related equipment; including computer terminals, multiple phone lines, headset/microphone, radio consoles, security video monitor, security locks/alarms, computer printers, and teletypes.
- Ability to sit/stand for extended periods of time.
- Ability to lift and pull items from overhead.
- Lift and carry objects such as equipment or supplies weighing up to 10 pounds on a frequent basis and 30 pounds on a semi-regular basis.

#### **JOB SPECIFICATIONS:**

##### **Education & Experience:**

- High school graduate or equivalent AND prior experience in telecommunications with some college education OR any satisfactory equivalent combination of education and experience which ensures the ability to perform the essential functions of the position
- Preference will be given to lateral candidates with DPSST Basic Telecommunicator and Emergency Medical Dispatch Certifications.

#### **Special Requirements and Certifications:**

- Department of Public Safety Standards and Training (DPSST) basic telecommunicator and emergency medical dispatch certifications, or ability to obtain within one year of hire date.
- Successfully complete comprehensive background investigation, including criminal history, credit, and driving record check.
- Qualify for access to Law Enforcement Data System (LEDS) and Criminal Justice Information System (CJIS) records.

#### **Knowledge, Skills and Abilities:**

**Knowledge of:** applicable federal, state, and local laws and ordinances; emergency telecommunication and emergency medical dispatch methods, procedures, and practices; the functions and responsibilities of a law enforcement agency; microcomputers and state LEDS/NCIC database systems.

**Skill in:** the use of personal computers, telecommunications devices, and related peripherals and applications.

**Ability to:** Communicate effectively both verbally and in writing; type proficiently and accurately; act calmly and effectively in emergency situations; accurately and completely document daily 9-1-1 center activities in a computer environment; understand and follow verbal and written instructions.

#### **Supervisory Duties:**

Supervision of others is not a typical function assigned to this position. May provide training and orientation to newly assigned personnel, and may assign work to temporary workers.

#### **Supervision Received:**

Works under general supervision of the Captain. After training period, performs routine duties independently, with periodic review by Command Staff.