

STATE OF OHIO (DAS) CLASSIFICATION SPECIFICATION	CLASSIFICATION SERIES: Highway Patrol Dispatcher	SERIES NO.: 5246
	MAJOR AGENCIES: Public Safety only	EFFECTIVE DATE: 07/01/2004

SERIES PURPOSE:

The purpose of the highway patrol dispatcher occupation is to monitor, receive & transmit all facility communications, to include radio (e.g., LEERN, State band & MARCS), CAD, multi-line telephone & teletype.

At the full performance level, on assigned shift, incumbents dispatch highway patrol units & act as LEADS terminal operator (e.g., enter, modify, update data; disseminate information to appropriate sources).

At the supervisory level, ~~incumbent~~ incumbents oversee all dispatching & related activities & supervise lower-level dispatchers in use of LEADS & dispatching officers highway patrol units & equipment.

GLOSSARY:

AED: Automated External Defibrillators

AMBER ALERT: America's Missing Broadcast Emergency Response

CAD: Computer Aided Dispatching Software

CPR: Cardiopulmonary Resuscitation

LEADS: Law Enforcement Automated Data System

LEERN: Law Enforcement Emergency Radio Net

MARCS: Multi-Agency Radio Communication System

STATEBAND: Interdepartmental frequency used by Ohio State Police, City Police, County Sheriff's, Ohio Wing, Civil Air Patrol Aircraft Hangers through out the state.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Highway Patrol Dispatcher	52461	08	07/01/2004

CLASS CONCEPT

The full performance level class works under general supervision & requires working knowledge of radio (e.g., Leern, State band & MARCS), CAD, multi-line telephone & teletype communications, LEADS & technical operations & procedures, highway patrol post operations, & customer service practices & techniques in order to operate radio (e.g., LEERN, State band & MARCS), CAD, multi-line telephone & teletype communications to monitor, receive & transmit all communications for facilities & service areas on assigned shift, dispatch highway patrol units & act as LEADS terminal operator (e.g., enter, modify, update data; disseminate information to appropriate sources).

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Highway Patrol Radio Dispatcher Supervisor	52465	09 10	07/01/2004

CLASS CONCEPT

The supervisory level class works under general direction & requires thorough knowledge of radio communication procedures & processes in order to oversee all dispatching & related activities for assigned district or for assigned shift in central office communication center & supervise lower-level highway patrol radio dispatchers in use of LEADS & CAD to dispatch & dispatching officers highway patrol units & equipment to assist public &/or other agencies & use of Law Enforcement Automated Data System.

JOB TITLE	JOB CODE	B. U.	EFFECTIVE	PAY GRADE
Highway Patrol Dispatcher	52461	01	07/01/2004	08

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Operates radio (e.g., LEERN, State band & MARCS), CAD, multi-line telephone & teletype communications to monitor, receive & transmit all communications for facilities & service areas on assigned shift, dispatches highway patrol units & acts as LEADS terminal operator (e.g., enters, modifies, updates data; disseminates information to appropriate sources), maintains contact with highway patrol units, other law enforcement agencies, courts & general public through operating radios running on multiple frequencies (e.g., maintains radio communication with road patrols to respond to requests for additional law enforcement assistance/backup; dispatches officers & equipment for crash investigation, motorist assistance, traffic control or to investigate criminal activity on state property; dispatches services required of another entity such as fire department, Environmental Protection Agency for hazardous material spills, tow trucks/wreckers for disabled vehicles, & emergency medical assistance; & Criminal History Checks; monitors road patrol unit's status during pursuits; recognizes unusual/threatening conditions & takes appropriate action), answering multiple telephone lines requiring response to routine & emergency inquiries or requests for assistance from general public, media, other law enforcement agencies, courts, emergency medical/hospital personnel & like (e.g., receives & relays 911 calls to proper agency; notifies Department of Transportation for road, sign & signal repairs & snow removal; answers general questions about highway patrol policies & procedures; handles requests to schedule driving appointments & salvage inspections; responds to requests for emergency relays of blood, drugs & body organs; takes complaints regarding officer's conduct; takes reports of suspected DUI & accidents; takes messages when appropriate parties are not present; relays calls to parties housed at assigned post; provides victims/witnesses with information on local assistance programs), & preparing, sending & receiving teletypes (e.g., obtains confirmation of stolen vehicles, standing warrants, & BMV driving status; monitors for hostage messages, Amber alerts, national warnings, nuclear incidents, metro alerts, attempt to locates & severe weather alerts; enters weather/road data; identifies major construction being undertaken in assigned county/counties that affect travel of motoring public).

Verifies court appearances; accesses Bureau of Motor Vehicle data for VIN verifications; runs driver's license, registration; operates personal computer to generate & store electronic logs; maintains manually kept logs; prepares & types reports & correspondence; maintains files for correspondence, reports & teletypes; acts as receptionist by greeting & assisting walk-ins; prepares news releases; updates weather & road conditions for assigned county/counties of responsibility, each interstate that transverses county/counties & one for each major city in area, once or twice daily depending upon month of year, using voice mailbox system; prepares & runs post payroll.

Performs other related duties associated with highway patrol post operations (e.g., monitors & responds to security alarms; tests LEERN; keeps supervisor informed of critical incidents as they occur on assigned shift; substitutes/fills in for post secretary; keeps current of changes in applicable laws & departmental policies & procedures; attends required training; re-certifies as required in operation of Law Enforcement Automated Data System); acts as field training dispatcher (e.g., travels to other patrol posts to train new employees) if employee's qualifications closely match those set forth in departmental policy or as selected by district commander; acts as LEADS Terminal Agency Coordinator (i.e., TAC) or assistant TAC if appointed in accordance with LEADS administrative rule under Chapter 4501. of Ohio Administrative Code (i.e., trains, tests & affirms proficiency of LEADS terminal operators in all facets of terminal operation, trains other personnel as to operational capabilities of LEADS, administrative rules & authorized use/dissemination, & performs all other duties stipulated in appointment agreement).

MAJOR WORKER CHARACTERISTICS:

Knowledge of radio (e.g., LEERN*, State band* & MARCS*), CAD* multi-line telephone & teletype communications, technical operations & procedures*; highway patrol post operations*; customer service practices & techniques*; CPR*, heart saver/AED*. Skill in operation of radio, multi-line telephone & teletype communication equipment to include LEADS terminal; operation of typewriter & personal computer & use of office systems software. Ability to think & act promptly in emergencies & under stressful conditions; calculate fraction, decimals & percentages; handle routine, non-routine & emergency contacts with highway patrol road units, other outside law enforcement personnel, court personnel, media, & general public; move arms, hands & fingers easily to operate multiple pieces of communication equipment simultaneously; lifts up to 25 lbs.

*Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

High school diploma or GED equivalent; reading, writing & speaking English; 1 course or 3 mos. exp. in typing, operating a personal computer & word processing.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Must successfully obtain LEADS & CAD certification prior to completion of probationary period; must re-certify in LEADS every two years as mandated by Ohio Administrative Code 4501:2-10-03 (G) (3); may be permitted to ride with line troopers with approval of supervisor per OSTA Unit #1 agreement.

UNUSUAL WORKING CONDITIONS:

Works weekends with rotating days off; confined to work area sitting for long periods of time at personal computer terminal; constant noise from telephone ringing & radio traffic; exposed to stressful working conditions involving performance of multiple, critical tasks simultaneously to ensure safety & welfare of highway patrol units & public.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Highway Patrol Radio Dispatcher Supervisor	52465	EX	07/01/2004	09-10

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Supervises lower-level highway patrol radio dispatchers in dispatching ~~officers~~ highway patrol units & equipment to assist public &/or other agencies & ensures proper use of CAD & LEADS~~Law Enforcement Automated Data System~~ (e.g., provides guidance concerning operations; monitors work loads & coordination of resources; evaluates & identifies possible training needs of staff & ~~investigates~~ conducts administrative investigations of possible Law Enforcement Automated Data System LEADS rule infractions &/or dispatcher misconduct).

Develops & implements Communication Center ~~programs &/or policies & provides feedback~~procedures & protocols in accordance with Department of Public Safety policy guidelines & recommends revisions to on dispatching related policies & operation issues; conducts quality review checks of communication center operations & produces & reviews~~creates~~ statistical reports of work output for administrative staff of district or general headquarters; makes emergency response decisions to unusual incidents occurring within Ohio.

Attends meetings in absence of supervisor on issues concerning Highway Patrol dispatching & Communication Center; answers questions & complaints from public; maintains facility inventory of office materials/equipment & uniform equipment.

MAJOR WORKER CHARACTERISTICS:

Knowledge of Federal Communications Commission rules & regulations; Law Enforcement Automated Data System; radio (e.g., LEERN, State band & MARCS), CAD multi-line telephone & communications, technical operations & procedures; law enforcement procedures & techniques applicable to assigned duties; Ohio Revised Code applicable to operations carried out by department (e.g., Chapters 45 & 55); employee training & development; supervisory/management techniques*; public relations. Skill in operation of communication equipment (e.g., two-way base radio, teletype, computer terminal). Ability to define problems, collect data, establish facts & draw valid conclusions; write concise reports using statistical figures; gather, collate & classify information about data, people or things; communicate effectively with employees to create a positive working environment; move arms & fingers easily to operate multiple pieces of communication equipment simultaneously.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

12 mos exp. in operation of computer aided dispatch software; 12 mos. trg. or 12 mos. exp. in Federal Communication Commission rules & regulations; 6 mos. trg. or 6 mos. exp. on Law Enforcement Automated Data System; 3 mos. trg. or 3 mos. exp. in employment ~~employee~~ training & development; 3 mos. trg. or 3 mos. exp. in public relations.

-Or 12 mos. exp. as Highway Patrol Radio Dispatcher 2, ~~52462~~52461.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Within first five years of employment, may be required to ride in patrol car with trooper for four hours if needed to improve employee's performance per the Unit 1 agreement. Must successfully obtain LEADS & CAD certification prior to completion of probationary period; must re-certify in LEADS every two years as mandated by Ohio Administrative Code 4501:2-10-03 (G) (3).

UNUSUAL WORKING CONDITIONS:

Works weekends with rotating days off; subject to call out for dispatcher related incidents; travel required.