

CITY OF MARQUETTE
Job Description

POSITION TITLE: Clerical Dispatcher

REPORTS TO: Chief of Police

EFFECTIVE DATE: April 1, 2019

JOB CLASS CODE: Non-Exempt / Police Bargaining Unit

POSITION SUMMARY

This is a non-sworn position that provides varied clerical and administrative support to the Police Department. An employee in this class is responsible for the accurate execution of communication and clerical duties, public contact and receiving and processing emergency and non-emergency calls requiring the application of judgment based on increasing familiarity with the operations, communication equipment and records of the police department. Decisions are generally made in accordance with established precedents or departmental policies. Work assignments are made by the Chief of Police, Captains, and Detective Bureau. Employee may be required to work Sundays.

ESSENTIAL DUTIES

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

- Transcribe reports from officers and administrative personnel using a Dictaphone machine.
- Enter data into and makes inquiries on departmental computer.
- Prepare correspondence for Chief, Captains and Detective Bureau.
- Meet walk-in visitors, answer telephone and process inquiries, complaints and messages. Provides answers to routine service questions in accordance with defined operating procedures.
- Dispatch patrol units, Officer Support/Animal Control Officer and Parking Enforcement and answers department telephones and radios.
- Greet the public and assist them with directions, help or problems. Process routine requests such as bicycle license, handgun registration, sex offender registration, etc.
- Issue copies of accident and incident reports for insurance companies and the general public.
- Prepare departmental forms, reports and form letters.
- Enter data and MICR's, make inquiries from cooperative information systems such as the National Crime Information System.
- Maintain department files, purging and updating when required and requested by a supervisor.
- Type and process paperwork and prepare it for the court and the appropriate officers involved.

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- Enter and maintain department payroll and coordinate with City Payroll Clerk on payroll-related issues.
- Assist Chief with budget and invoice processing.
- Report financial statistics for U.P.S.E.T. referencing MPD officer assigned.
- PBT's - LEIN USE and entry of warrants, vehicles and articles.
- May update information posted on the Police Department web page when requested by supervisors.

NON-ESSENTIAL DUTIES

- Performs other related functions as assigned.

MATERIALS AND EQUIPMENT USED

- Standard computer software including word processing, spreadsheets, data base and printers.
- Telephone, calculator, dictaphone, LEIN machine, radio, copy machine and cameras.
- Standard office equipment to perform clerical tasks.

MINIMUM QUALIFICATIONS REQUIRED


- Knowledge of modern office procedures and practices to assist with office detail in the Police Department.
- Knowledge of computer operations, particularly data entry and retrieval. Proficient in using common spreadsheet and word processing software.
- Demonstrated knowledge and skill in typing, filing, computer data entry, record keeping, payroll and budget procedures along with basic accounting/bookkeeping abilities.
- Skill in operating a typewriter, calculator, copier, computer/printer, transcriber and other standard office equipment.
- Skill in establishing and maintaining effective working relationships with the public and fellow employees.
- Skill in operating standard office equipment, particularly computer keyboard entry, with a minimum accurate speed of 45 words per minute for typing.
- Proficiency in spelling, grammar, and letter composition.
- Required training includes a high school diploma or the equivalent with courses or experience in typing, transcription, word processing, data entry, record keeping/bookkeeping and office management.

PHYSICAL DEMANDS

- Lifting 20 lbs maximum with frequent lifting and/or carrying of objects weighing up to 10 lbs.
- Frequent standing, walking and sitting.
- Occasional driving.
- Must be capable of using hand(s)/feet for repetitive single grasping, fine manipulation, pushing, pulling and operating controls.
- Frequent bending and reaching.
- Occasional twisting, squatting and climbing.
- Ability to communicate orally in a clear manner.
- Ability to distinguish sounds at various frequencies and volumes.
- Ability to distinguish people or objects at varied distances under a variety of light conditions.

This job description should not be interpreted as all inclusive. It is intended to identify the major responsibilities and requirements of the job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated on this job description.

Approved by:



Department Head

4-1-19

Date



Director of Administrative Services

4/1/19

Date