



Department:	Police
Supervisor:	Support Services Manager
Prior Revision Date:	03-10-2014
Last Revision Date:	04-18-2016
Revision Made By:	AW
Revision Reviewed & Approved by:	S. Giesbrecht
Employment Status:	PMEA Union
Date Provided to Bargaining Unit	

Job Description

POLICE DEPARTMENT Dispatcher/Corrections Officer

Definition

A Dispatcher/Corrections Officer operates radio, telephone, and related communications equipment, to receive and relay information; prioritizes and assigns appropriate resources for emergency and non-emergency service calls; maintains logs and records of all activity, as required; provides support information to emergency responders, the general public, and other public safety agencies, as required; and is responsible for the care and well-being of prisoners in custody.

Supervision Received

A Dispatcher/Corrections Officer reports directly to the Support Services Manager and may receive guidance and direction from the Chief of Police.

Duties

(The duties listed in this section are intended as illustrations of the various types of work that may be performed. 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.)

A Dispatcher/Corrections Officer's essential responsibilities include, but are not limited to, the following:

- Respond to public inquiries via telephone, radio, and walk-ins; discern nature of incident and emergency priority; and dispatch appropriate police, fire, emergency medical, and/or other appropriate agency for assistance.
- Maintain records of all radio and telephone communications.
- Adhere to strict confidentiality requirements.
- Maintain contact with law enforcement personnel to help insure their safety and obtain further assistance when needed.
- File police reports and forward documents to appropriate agencies, maintain jail logs, and process fingerprint cards.
- Operate radio and other office equipment and machinery.
- Process prisoners through booking procedure, which may include in depth physical searches of unclothed or partially clothed subjects.
- Cook and serve prisoner meals.
- Launder prisoner clothes, bedding and towels.
- Provide visitation and phone calls for prisoners.

- Arrange for counseling and medical attention for prisoners.
- Dispense medication to prisoners per physician orders.
- Perform other duties as assigned.

Distinguishing Characteristics

The clerical, administrative and corrections officer duties assigned to positions in this classification are skilled and performed with limited supervision, normally within established systems and following established procedures. The work of this classification is distinguished by the employee's involvement in emergency dispatching and correctional officer duties.

Working Conditions

Approximately 75% of the position's duties will be in a seated position in an office environment with high noise level. Exposure to violence, biological hazards, and communicable diseases may be encountered which could necessitate the use or wearing of personal protective equipment. Periodic physical effort may be required while standing or lifting objects normally less than 30 lbs. Strong physical effort may be required while assisting with subduing prisoners. Mental and emotional stress may be encountered. Correction Officers duties can occupy 25% - 90% of any shift.

Qualifications

- Must possess a current and insurable Alaska State Driver's license.
- Must be at least nineteen (19) years of age.
- Must have the ability to obtain/maintain APSIN security clearance.
- Meet requirements listed in 13 AAC 85.215, Standards for Employment as Municipal Corrections Officer.

Any combination of experience and education which provides the applicant with the following attributes:

Working knowledge of:

- Office practices, procedures, and equipment.
- Common computers and supporting applications.
- Basic housekeeping and sanitation requirements for cooking meals.

Ability to:

- Exercise sound judgment and rational thinking under stressful conditions.
- Perform several duties simultaneously with high degree of accuracy.
- Work irregular and on-call hours, including weekends, evenings, and holidays.
- Communicate effectively, tactfully, and courteously with the public and law enforcement personnel.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Maintain strict confidentiality.
- Successfully complete the Municipal Corrections Officer Academy or required equivalent.
- Establish and maintain effective working relationships with fellow employees and the general public.
- Work cooperatively with supervisor and display willingness to assist co-workers.

Signatures affixed on this job description confirm that it has been reviewed by the employee and his/her direct supervisor and that a clear understanding of the expectations of this position exists.

Employee

Supervisor

Date

Date