

Department of Administration, Division of Capitol Police
Law Enforcement Dispatcher

POSITION SUMMARY

This position works in the Division of State Capitol Police Communication Center. This position is responsible for receiving and relaying public safety information to the State Capitol Police, security officers, and other law enforcement agencies located throughout the state. This position also monitors and responds to statewide emergency alarms in state facilities, assists with parking enforcement and performs general clerical tasks for the division. The duties of this Law Enforcement Dispatcher are performed under the general supervision of the Law Enforcement Dispatcher Supervisor.

GOALS AND WORKER ACTIVITIES

30% A. Operation of the State Capitol Police Communication Center

- A1. Receive and relay law enforcement communications utilizing various electronic communication devices.
- A2. Serve as liaison between the State Capitol Police and other public safety entities.
- A3. Respond to information requests from field officers and investigators.
- A4. Receive and evaluate emergency and non-emergency phone calls and take appropriate action(s).
- A5. Maintain a record of all communications as required by federal and state law and division policy.
- A6. Log all telephone calls, complaints, personal contacts received, and assign case report numbers. Transcribe materials utilizing word processing skills at a rate of no less than 40 words per minute.
- A7. Utilizing paper maps and mapping software, provide information on road and travel conditions to constitutional officers and the general public.
- A8. Monitor the National Weather service radio and communicate to local and state-wide facilities that are affected when severe weather watches or warnings are issued.
- A9. Provide warnings to the Governor, Legislature, State Employees and visitors in the event of an emergency.
- A10. Prioritize and coordinate communications during emergencies (i.e. bomb threats, hostage taking, natural disasters, etc.).

25% B. Monitor security systems and alarms for state facilities

B1. Monitor access, security and fire alarms at state facilities and notify the appropriate agency or official of alarm conditions.

B2. Monitor security systems for high-security areas and dispatch police officer and/or agency personnel to investigate and resolve alarm activity.

B3. Report equipment malfunctions according to division policies and procedures.

B4. Enter, update, and cancel access card records as requested by state agency access card coordinators.

25% C. Respond to inquiries from other law enforcement agencies

C1. Query State and Federal databases for wanted/warrant information.

C2. Query Wisconsin and other states' databases for driver licensing and vehicle registration records.

C3. Query Capitol Police, State, and Federal databases for criminal history information on individuals.

C4. Input and update data on stolen property and wanted persons.

10% D. Assist with parking enforcement

D1. Provide officers with current authorized parking subscriber information.

D2. Serve as contact to individuals inquiring about parking regulations and procedures.

D3. Receive payment and issue receipts for forfeitures and bail bonds.

D4. Record and file parking tickets and reports.

D5. Receive forfeitures for parking citations and credit payment to appropriate citation.

D6. Enter new parking citation data into computerized database.

D7. Record payments and forward to the DOA, Bureau of Financial Management.

D8. Prepare notices of unpaid citation requesting suspension of registration by the Department of Transportation.

10% E. Attend and develop training programs and perform clerical tasks relating to divisional programs

E1. Participate in Capitol Police in-service training programs and other communications center training as assigned.

E2. Complete training sponsored by the Wisconsin or federal Department of Justice.

E3. Assist in developing training programs and instructing new Law Enforcement Dispatchers, Police Officers, and other state employees.

E4. Record the assignment of radios, keys and vehicles.

E5. Maintain the posted schedule and assist supervisor with scheduling personnel during emergencies.

E6. Draft division reports, memorandums and letters.

E7. Relay governor's half-staff flag orders to state agencies.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of computer-aided dispatch terminal, two-way radio, computerized mapping system and other computer programs used to research and obtain information.
2. Knowledge of proper operation and care of radio and telephone equipment and operational characteristics of emergency communication system equipment.
3. Knowledge of principles and practices of effective customer service and customer-oriented telephone etiquette.
4. Knowledge of various confidential information databases with restricted access requirements and procedures.
5. Ability to logically summarize information and accurately type 40 words per minute.
6. Ability to receive calls for emergency and non-emergency services, elicit information to assess situations from callers, many of whom are upset, distressed and not communicating clearly, and determine appropriate equipment and personnel to dispatch.
7. Ability to operate a variety of communications equipment, including radio consoles, telephones and computer systems and related software.
8. Ability to analyze situations as they occur and respond appropriately to ensure the protection of the public and police personnel.
9. Ability to determine dispatch priorities during peak workloads, use judgment in the application of policies, rules, regulations and standard operating procedures.
10. Ability to use computer and paper mapping systems.
11. Experience utilizing a variety of computer software programs (e.g., Word, Excel, Access, Teams, etc.)
12. Strong communication and interpersonal skills.
13. Ability to keep accurate logs and records.
14. Ability to understand and follow written and oral instructions.
15. Ability to simultaneously listen, enter key information quickly and clearly and respond during traumatic or emotional situations.

16. Ability to sit for long periods of time, work quickly under stress and exercise good judgment in emergency situations.

Special Requirements:

- The employee must be available to work a flexible schedule, including weekends, holidays, days, nights or swing shifts. Employee must be able to work up to 16 hours when operational needs require. Employees work in a restricted area with limited access and may often work alone.
- The employee is regularly required to walk and stand or operate objects, tools or controls; reach with hands and arms; perform repetitive movements of hands or wrists. The employee is required to speak and listen to people by telephone and radio. This position also requires the ability to lift up-to 10 pounds with or without accommodation.
- While performing the duties of this position, an employee uses written and oral communication skills; reads and interprets data, information and documents; analyzes and solves problems; deals with constant interruptions and multiple concurrent tasks in a high-volume/high-stress work environment; copes with traumatic or disturbing events; and interacts with others encountered in the course of work, including frequent contact with customers and/or the public and dissatisfied, abusive and traumatized individuals.