



## **City of Helena**

**816 Hwy 52 East, Helena, AL 35080**

**Police Dispatcher**

**Job Type: Full Time**

**Closing Date: August 19, 2022, at 5:00PM (May be extended if vacancies still exist)**

**All applications are at City Hall and must be turned in to  
Helena Police Department, Attn: Lt. Joshua Lindsey**

**Salary Range: \$20.41 - 24.66/hour**

### **Description**

Maintains operations of Helena Police Communications Center

### **Principle Duties**

- Dispatch Police Units to Emergency Calls via 2 Way Radio
- Communicate Needs of Police Units via 2 Way Radio
- Answer Incoming Emergency/Non-Emergency Calls
- Operate Computer Aided Dispatch System
- Operate ACJIC/NCIC Terminal
- Operate other computer equipment/programs as needed
- Supervise Inmates in Helena City Jail via Closed Circuit Video
- Feed and Care for Inmates in Helena City Jail
- Answer after hours lines for Municipal Utility Board and notify the appropriate on-call personnel

### **Competency**

Ability to work in fast paced environment under sometimes stressful conditions. Must possess ability to multi-task. Must be able to use multiple computer systems simultaneously. Applicant should be open to learning new things and willing to accept training and constructive criticism.

### **Qualifications**

Must be able to pass a criminal background check. Must be able to pass a drug screen and psychological evaluation. Must be proficient using basic computer programs including Microsoft Office and average typing 70 WPM. Must have excellent customer service skills, including exemplary telephone etiquette. Must possess ability to present a professional image to the public as a representative of the City of Helena. Must be able to proficiently work alone or as a team depending upon the varying shift responsibilities. Must be able to maintain confidentiality when dealing with sensitive and/or legally protected information.

### **Education/Experience**

High school diploma or general education degree (GED). Law enforcement dispatching, other emergency dispatching, or other telecommunications experience preferred, but not required.

**Language Ability**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to citizens, and other employees of the organization.

Ability to enter call information into Computer Aided Dispatch system in such a way that it can be successfully recalled and interpreted at a later date.

**Reasoning Ability**

Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to deal with problems involving many variables.

**Certificates and Licenses**

Valid Alabama Driver's License. Must be able to obtain ACJIC/NCIC Certification within 6 months of employment.

**Work Environment**

Police Dispatchers work in a confined space and may be required to sit or stand for long periods of time without the ability to leave the workstation. The communications center is heated and air conditioned. Refrigerator and restroom are nearby. Dispatchers also must enter the city jail to feed inmates and perform other tasks.

**Physical Demands**

Police Dispatchers are required to sit or stand for long periods of time. They may periodically have to move light boxes or other equipment.

**THE CITY OF HELENA IS AN EQUAL OPPORTUNITY EMPLOYER.** It strives for the constant improvements to the public service by employing and developing the best qualified people available regardless of their race, color, creed, sex, political beliefs, national origin, age, or handicap.

**FILING AN APPLICATION:** Applicants whose completed applications are not received by the date and time specified above may not be considered.