

COMPLAINT WRITER/DISPATCHER DUTIES

CITY OF LACKAWANNA POLICE DEPARTMENT

DISTINGUISHING FEATURES OF POSITION:

This position involves responsibility for manning the complaint desk and police console on a rotating basis during an assigned shift. Employees of this class must be able to function calmly in emergencies and to take appropriate action efficiently. Additional duties are of a routine clerical nature. Work is performed under the general supervision of a higher-ranking member of the police department in accordance with established policy.

EXAMPLES OF WORK:

- Police Dispatcher and Complaint Writer will be under the direct supervision of the ranking Police Officer assigned to such duties by the Police Department.
- Receives telephone and in-person complaints of incidents or requests for information and assistance.
- Dispatches and provides technical information to police patrol units and other public safety vehicles.
- Maintains constant radio contact with patrol units.
- Maintains logs and records of information received or transmitted by radio; maintains other related records and files.
- Operates appropriate computers to enter information or make inquiries of computer data.
- Performs typing, clerical, and filing of daily logs and records.
- Operates communications and associate equipment in radio system; performs related duties as required.
- Monitors appropriate radio and telephone systems and forwards pertinent information to proper authorities and agencies.
- Maintains telephone contact with other departments and agencies.
- Performs such duties as required as new procedures and technology are developed.
- The police radio dispatcher or complaint writer shall perform other duties as prescribed by the Chief of Police.
- Monitors fire and burglar alarms, dispatches necessary personnel and equipment and maintains required alarm records.
- Collects fines and issues receipts for parking violations and takes reports from citizens at the police window.

Dispatcher Salary

2024-2025 STARTING SALARY-\$47,883.38

SHIFTS:

A PLATOON- 11:45 P.M. TO 7:45 A.M.

B PLATOON- 7:45 A.M. TO 3:45 P.M.

C PLATOON- 3:45 P.M. TO 11:45 P.M.

DISPATCHERS WORK A FLOATING SCHEDULE- 5 DAYS ON, 2 DAYS OFF AND THEN 4 DAYS ON, 2 DAYS OFF.

THERE IS ONE RELIEF SHIFT THAT IS CURRENTLY NOT BEING UTILIZED BUT MAY BE IN THE FUTURE - 2 DAYS **A** PLATOON, 2 DAYS **C** PLATOON AND 1 DAY **B** PLATOON, THEN 2 OFF AND THEN 2 DAYS **A** PLATOON, 2 DAYS **C** PLATOON, THEN 2 OFF.

PROBATIONARY PERIOD 18 TO 26 WEEKS.

TRAINING IS AT THE VERY LEAST, 3 MONTHS OF ON-THE-JOB TRAINING.

** Applicants will be required to pass the Civil Service Exam and City of Lackawanna residency required. **