

**CITY OF BATESVILLE**  
**DISPATCHER**

**DEPARTMENT: PUBLIC SAFETY DISPATCH**

**SPECIFIC JOB DUTIES AND RESPONSIBILITIES:**

- 1) The dispatcher, provides the communication service for the City of Batesville, Independence County, Arkansas State Police, Newark, Oil Trough and Pleasant Plains Deputies, Batesville Fire Department and 16 Rural Fire Departments
- 2) Receives telephone calls for emergency services and dispatches personnel for law enforcement and public service agencies. Prepares complaint forms on incoming calls for all agencies in the local communications system. Receives requests for emergency ambulance service, dispatches emergency medical technicians in 16 fire districts, maintains accurate radio log on all calls in compliance with federal communication regulations.
- 3) Provides Arkansas Crime Information Center (ACIC) and National Crime Information Center (NCIC) Terminal Service for Federal, State, County and local users. Maintains daily terminal activity log and complies with federal and state regulations governing terminal operations.
- 4) Maintains rotation log for authorized wrecker logs. Maintains criminal history dissemination log, updates Underwater Dive Team Log. Listing personnel who can respond immediately
- 5) Checks Warrants Files for wanted persons, receives Warrants for ACIC Terminal, records deletions in Agency Journal.

**SPECIAL KNOWLEDGE, SKILLS, ABILITIES OR EDUCATION: (helpful but to necessary)**

- 1) To have knowledge of operation procedures for equipment used in the dispatch office.
- 2) Knowledge of Federal Communications Commission operating rules and regulations
- 3) A working knowledge of Arkansas Traffic and Criminal Law.
- 4) Ability to operate broadcasting and receiving equipment.

**MINIMUM QUALIFICATIONS:**

- 1) High School Diploma or equivalent
- 2) Flexible work hours
- 3) Clean criminal history
- 4) Must be at least 21 years of age.
- 5) The ability to type and keep necessary records.
- 6) The ability to speak distinctly
- 7) Must be a resident of Independence County

**CONTINUED EMPLOYMENT REQUIREMENTS:**

- 1) Eight (8) hour basic course in use of ACIC and NCIC Terminal.
- 2) Three (3) day course given in Little Rock, Arkansas within the first year of employment in use of terminal.
- 3) Recertification every two (2) years in use of ACIC and NCIC Terminal.

**WORKING CONDITIONS:**

Working conditions include working on call for emergency and unforeseen situations.

The above information is intended to describe the general nature of this position and is not to be considered a complete statement of duties, responsibilities and requirements.