

<b>STATE OF OHIO (DAS)</b> CLASSIFICATION SPECIFICATION	<b><u>CLASSIFICATION SERIES:</u></b> Highway Patrol Dispatcher	<b><u>SERIES NO.:</u></b> 5246
	<b><u>MAJOR AGENCIES:</u></b> Public Safety only	<b><u>EFFECTIVE DATE:</u></b> 6/23/2019

**SERIES PURPOSE:**

The purpose of the highway patrol dispatcher occupation is to monitor, receive & transmit all facility communications, to include radio (e.g., MARCS, LEERN, & STATEBAND), CAD, multi-line telephone & LEADS messages.

At the full performance level, on assigned shift, dispatch highway patrol & other state agency units & act as LEADS terminal operator (e.g., access, enter, modify, update & cancel data; disseminate information to appropriate sources).

At the supervisory level, oversee all dispatching & related activities & supervise dispatchers in use of LEADS & dispatching highway patrol & other state agency units & equipment.

**GLOSSARY:**

AED: Automated External Defibrillators

AMBER Alert: America's Missing Broadcast Emergency Response Alert

BMV: Bureau of Motor Vehicles

CAD: Computer Aided Dispatching Software

CPR: Cardiopulmonary Resuscitation

LEADS: Law Enforcement Automated Data System

LEERN: Law Enforcement Emergency Radio Network

MARCS: Multi-Agency Radio Communication System

STATEBAND: Interdepartmental frequency used by Ohio State Highway Patrol, other state agencies & county & local law enforcement agencies throughout the state.

<b><u>JOB TITLE</u></b>	<b><u>JOB CODE</u></b>	<b><u>PAY GRADE</u></b>	<b><u>EFFECTIVE</u></b>
Highway Patrol Dispatcher	52461	09	06/23/2019

**CLASS CONCEPT**

The full performance level class works under general supervision & requires working knowledge to operate radio (e.g., MARCS, LEERN & STATEBAND), CAD, multi-line telephone, multiple computerized programs, LEADS & technical operations & procedures, highway patrol post operations & customer service practices & techniques in order to dispatch highway patrol units & act as LEADS terminal operator (e.g., access, enter, modify, update & cancel data; disseminate information to appropriate sources).

<b><u>JOB TITLE</u></b>	<b><u>JOB CODE</u></b>	<b><u>PAY GRADE</u></b>	<b><u>EFFECTIVE</u></b>
Highway Patrol Radio Dispatcher Supervisor	52465	11	5/28/2017

**CLASS CONCEPT**

The supervisory level class works under general direction & requires thorough knowledge of radio & telephone communication procedures & processes in order to oversee all dispatching & related activities for assigned district or facilities or for assigned shift in central office communication center & supervise lower-level highway patrol radio dispatchers in use of LEADS & CAD to dispatch highway patrol & other state agency units & equipment to assist public &/or other agencies.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Highway Patrol Dispatcher	52461	01	06/23/2019	09

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Operates radio (e.g., MARCS, LEERN & STATEBAND), CAD, multi-line telephone & LEADS messages to monitor, receive & transmit all communications for facilities & service areas on assigned shift, dispatches highway patrol & other state agency units & acts as LEADS terminal operator (e.g., access, enters, modifies, updates & cancels data; disseminates information to appropriate sources), maintains contact with highway patrol units, other law enforcement agencies, courts & general public through operating radios running on multiple frequencies (e.g., maintains radio communication with road patrols to respond to requests for additional law enforcement assistance/backup; dispatches officers & equipment for crash investigation, motorist assistance, traffic control or to investigate criminal activity on state property; dispatches services required of another entity such as fire department, Environmental Protection Agency for hazardous material spills, tow trucks/wreckers for disabled vehicles, & emergency medical assistance; & Criminal History Checks; monitors road patrol unit's status during pursuits; recognizes unusual/threatening conditions & takes appropriate action), answers multiple telephone lines requiring response to routine & emergency inquiries or requests for assistance from general public, media, other law enforcement agencies, courts, emergency medical/hospital personnel (e.g., receives & relays 911 calls to proper agency; notifies Department of Transportation (i.e., local &/or Traffic Management Center) for road, sign & signal repairs & snow removal; answers general questions about highway patrol policies & procedures; handles requests to schedule inspections; responds to requests for emergency relays of blood, drugs & body organs; takes complaints regarding officers' conduct; takes reports of suspected OVI & accidents; takes messages when appropriate parties are not present; relays calls to parties within the Division; provides victims/witnesses with information on local assistance programs), prepares, sends & receives LEADS messages (e.g., obtains confirmation of stolen vehicles, warrants, & BMV driving status; monitors for hostage messages, AMBER Alerts, national warnings, nuclear incidents, metro alerts, attempt to locates & severe weather alerts; monitors weather/road data; identifies major construction being undertaken in assigned county/counties that affect travel of motoring public; responds to requests for assistance from the Safer Ohio mobile application).

Receives & records court subpoenas; accesses BMV data for running driver licenses, registration, & VIN verifications; operates personal computer to generate & store electronic logs; accesses multiple computerized programs; prepares & types reports & correspondence; greets & assists the public both in person & on the telephone; assists with preparing news releases.

Performs other related duties associated with highway patrol post operations (e.g., monitors & responds to security alarms; tests LEERN; keeps supervisor informed of critical incidents as they occur on assigned shift; assists post management team; keeps current of changes in applicable laws & departmental policies & procedures; attends required training; re-certifies as required in operation of LEADS); acts as field training dispatcher (e.g., travels to other dispatch centers to train new employees) if employee's qualifications match those set forth in departmental policy or as selected by district commander; acts as LEADS Terminal Agency Coordinator (i.e., TAC) or assistant TAC if appointed in accordance with LEADS administrative rules under Chapter 4501 of Ohio Administrative Code (i.e., trains, tests & affirms proficiency of LEADS terminal operators in all facets of terminal operations, trains other personnel as to operational capabilities of LEADS, administrative rules & authorized use/dissemination, & performs all other duties stipulated in appointment agreement)).

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of radio (e.g., MARCS\*, LEERN\*, & STATEBAND\*); CAD\*; multi-line telephone & LEADS messages\*; technical operations & procedures\*; highway patrol post & dispatch center operations\*; customer service practices; radio & telephone techniques\*; CPR\*; heart saver/AED\*. Skill in operation of radio, multi-line telephone & LEADS messaging equipment to include LEADS terminal\*; operation of personal computer & use of office systems software. Ability to think & act promptly in emergencies & under stressful conditions; handle routine, non-routine & emergency contacts with highway patrol & other state agency units, other outside law enforcement personnel, court personnel, media, & general public; move arms, hands & fingers easily to operate multiple pieces of communication equipment simultaneously; lift up to 25 lbs.

\*Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

High school diploma or GED equivalent; reading, writing & speaking English; 1 course or 3 mos. exp. in typing, operating a personal computer & word processing; 1 course or 3 mos. exp. in public relations or customer service to include techniques for dealing with difficult situations.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Must successfully obtain LEADS & CAD certification prior to completion of probationary period; must re-certify in LEADS every two years as mandated by Ohio Administrative Code 4501:2-10-03 (G) (3); may be permitted to ride with line troopers with approval of supervisor per OSTA Unit #1 agreement.

**UNUSUAL WORKING CONDITIONS:**

Works weekends with rotating days off; confined to work area sitting for long periods of time at personal computer terminal; constant noise from telephone ringing & radio traffic; exposed to stressful working conditions involving performance of multiple, critical tasks simultaneously to ensure safety & welfare of highway patrol & other state agency units & public.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Highway Patrol Radio Dispatcher Supervisor	52465	EX	5/28/2017	11

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Supervises lower-level highway patrol radio dispatchers in dispatching highway patrol & other state agency units & equipment to assist public &/or other agencies & ensures proper use of CAD & LEADS (e.g., provides guidance concerning operations; monitors workloads & coordination of resources; evaluates & identifies training needs of staff & conducts administrative investigations of possible LEADS rule infractions &/or dispatcher misconduct).

Develops & implements policies & procedures related to dispatch operations statewide in accordance with the Department of Public Safety guidelines; reviews & updates policies & procedures on regular basis to ensure policies support new technology, state &/or federal laws &/or statutes; (e.g., conducts quality review checks of dispatch center operations & creates statistical reports of work output for administrative staff of district or general headquarters; makes procedural suggestions to & reviews procedural suggestions received from other law enforcement jurisdictions statewide); acts as liaison with statewide law enforcement entities regarding detailed explanation of dispatching operations to ensure accurate mitigation of variety of emergency & unusual incidents occurring across local & state jurisdictions; makes emergency response decisions to unusual incidents occurring within Ohio; performs probationary & annual evaluations; creates bid schedules for assigned dispatch centers; monitors time & attendance for assigned dispatchers with assistance of post management; reviews & prepares various reports pertaining to CAD system, utilization of LEADS system & disseminates information to appropriate personnel.

Attends meetings on issues concerning Highway Patrol & other state agency dispatching & in relation to assigned dispatch centers; answers questions & complaints from public; maintains facility inventory of office materials/equipment & uniform equipment.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of Federal Communications Commission rules & regulations; LEADS; radio (e.g., MARCS, LEARN, & STATEBAND); CAD; multi-line telephone & communications; technical operations & procedures; law enforcement procedures & techniques applicable to assigned duties; Ohio Revised Code applicable to operations carried out by department (e.g., Chapters 45 & 55); employee training & development; supervisory/management techniques\*; dispatcher operating policies & procedures; public relations. Skill in operation of communication equipment (e.g., two-way radio, LEADS messages, computer terminal). Ability to define problems, collect data, establish facts & draw valid conclusions; prepare meaningful, concise, & accurate reports using statistical figures; gather, collate & classify information about data, people or things; communicate effectively with employees to create a positive working environment; move arms, hands & fingers easily to operate multiple pieces of communication equipment simultaneously; handle sensitive &/or unusual inquiries from & contacts with other law enforcement agencies & general public; establish friendly atmosphere as supervisor of work unit.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

12 mos. exp. in operation of computer aided dispatch software; 12 mos. trg. or 12 mos. exp. in Federal Communication Commission rules & regulations; 6 mos. trg. or 6 mos. exp. on Law Enforcement Automated Data System; 3 mos. trg. or 3 mos. exp. in employee training & development; 3 mos. trg. or 3 mos. exp. in public relations.

-Or 12 mos. exp. as Highway Patrol Radio Dispatcher, 52461.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Must successfully obtain LEADS & CAD certification prior to completion of probationary period; must re-certify in LEADS every two years as mandated by Ohio Administrative Code 4501:2-10-03 (G) (3).

**UNUSUAL WORKING CONDITIONS:**

Works weekends with rotating days off; subject to call out for dispatcher related incidents; travel required.