

# **VIROQUA POLICE DEPARTMENT**

**702 E. Broadway  
Viroqua, WI. 54665  
608-637-2121  
608-637-2131 FAX  
vpd@mwt.net e-mail**

**Mark Rahr  
Chief**

**Daron Jefson  
Asst. Chief**

Thank you for your interest in the Viroqua Police and Fire Departments.

The starting wage is \$14.67/hr. Other benefits include health and life insurance, vacation, sick leave, retirement, paid holidays and deferred compensation.

For your application to be considered:

- 1) The application shall be completely filled out. Any item not filled out shall remove the application from consideration.
- 2) A resume shall accompany the application.
- 3) The release of information shall accompany the application.

The application packets need to be returned to City Administrator Matt Giese no later than 4:00pm on March 31, 2010.

Mailing address:

City Administrator Matt Giese  
Viroqua City Hall  
202 N Main St.  
Viroqua, WI 54665

<b>TITLE: DISPATCHER – JOB DESCRIPTION</b>			
<b>DATE ISSUED</b>	<b>DATE EFFECTIVE</b>	<b>REVISION NUMBER</b>	<b>PAGE</b>
DECEMBER 2009	DECEMBER 2009	1	1 OF 2

## DISPATCHER

### GENERAL DESCRIPTION OF DUTIES

To dispatch emergency and non-emergency services for the public, provide record keeping services, and to maintain police/fire buildings and equipment.

### SPECIFIC DUTIES

This position description has been prepared to assist in evaluating duties, responsibilities, and skills of the position. It is not intended as a complete list of specific responsibilities and duties, nor is it intended to limit duties to those listed. It is understood that the supervisor has the right to assign, direct, and modify duties and responsibilities listed and the duties not mentioned that are of similar kind or level of difficulty shall not be excluded.

Make contact with all segments of population in order to be of service to the citizens of the community. This service is to include but is not limited to the handling at the station of citizen's requests for information, of non-serious citizen complaints, and the routing of serious complaints to officers for investigation and follow-up.

Handle communications through the station, to include radio dispatch of police squads, public works units, fire department units and all other radio traffic of emergency or police nature as required, and the telephone communications of the station including the forwarding of messages.

Keeps records of all complaints and requests for police services in a manner prescribed by the Chief of Police.

Keeps accurate records of all radio traffic to and from the station to comply with the F.C.C. regulations.

Sell bicycle tags, receipt court monies, issue license plates, receipt license monies and handle any other monies as directed by the Chief of Police.

Be thoroughly acquainted with the Policies and Procedures of the Viroqua Police and Fire Departments to facilitate fast, accurate, and polite handling of police and fire matters with the public.

Perform additional duties as requested by the Chief of Police.

Take emergency calls, page appropriate personnel and dispatch appropriate agencies and equipment.

Coordinate between fire scene and necessary civilian agencies such as power companies, gas companies, etc...

During periods of crisis, assist the Sheriff's Department dispatchers as necessary.

Have ability to perform transcribing of reports or statements.

Sound necessary civil defense or weather warnings.

Perform maintenance duties on equipment, and buildings as directed.

Keep a current "Emergency Business Call File".

Attend and successfully complete all training as prescribed by the Chief of Police.

Supervisor is defined as: a Sergeant, Asst. Chief or Chief of Police.

### **DUTY CYCLE**

Dispatchers will work Monday through Friday. Shifts are 7:00 am to 3:00 pm or 3:00 pm to 11:00 pm with legal holiday's off. Overtime may be required with supervisor approval.

### **QUALIFICATIONS**

Will be of good moral character and will have demonstrated a willingness to advance and learn in past job performances. Must be able to give and respond to supervision. Will have demonstrated an ability to maintain a clean, neat and well organized work area and the ability to encourage others to do the same. Must pass WI Crime Information Bureau background check. Must not have been convicted of any felonies. Must maintain the ability to pass all drug testing requirements.

### **TRAINING AND EXPERIENCE**

High School graduate or equivalent. Must be able to type, operate computers and computer programs with ease, operate radios, and be able to effectively deal with the public in high stress situations.