

## **POLICE RADIO DISPATCHER (SPANISH-SPEAKING)**

**DISTINGUISHING FEATURES OF THE CLASS:** This work is of routine difficulty but requires a high degree of responsibility and judgment in the receipt and transmission of police and fire communications by telephone and radio and in dispatching of patrol cars and other emergency vehicles to the incident scene. This job is distinguished from that of a Police Radio Dispatcher in that some of the duties require the incumbent to possess speaking and reading ability in Spanish at the fluency level indicated below (see Note 2). Work is performed under the general supervision of a Police Sergeant or higher ranking officer and in accordance with law and the regulations of the Federal Communications Commission and established local procedures. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Receives and transmits written messages and voice messages by telephone, two-way radio and teletype;  
Dispatches patrol cars and other emergency vehicles to the incident scene;  
Maintains a continuous daily log of all transmissions;  
Files messages and cross-reference cards, which may be done manually or by computer;  
Maintains alphabetical and numerical files;  
Acts as Spanish interpreter as needed;  
Performs miscellaneous clerical duties.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Ability to operate a two-way radio; ability to express command of the English language; ability to enunciate words clearly and pronounce words correctly; ability to read, speak and understand colloquial Spanish; ability to understand and carry out oral and written instructions; aptitude for clerical work; possession of a high degree of tact and courtesy; possession of good judgment and cool-headedness.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma and one (1) year of experience in radio communication, dispatching or in any work involving direct public contact.

### **NOTES:**

1. Academic, technical or vocational training or additional experience may be substituted for schooling on a year-for-year basis.
2. Incumbents are expected to possess a Level II proficiency in Spanish (as defined by the Local Examinations Division of the State of New York Department of Civil Service) which requires that the incumbent: be able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversations on practical, social and professional topics not requiring specialized vocabulary (e.g., technical engineering, medicine, etc.); can discuss particular interests and special fields of competence in general terms with reasonable ease; possess adequate comprehension to normal rate of speech; has good control of grammar and errors do not interfere with understanding; can read with understanding standard newspaper, correspondence and official documents.