

Position Description
Law Enforcement Dispatcher

Law Enforcement Dispatcher (LEDs) transmit, receive and relay information concerning public safety and law enforcement activities; operate the TIME terminal located in the Communications Center and respond to inquiries from other law enforcement agencies; make decisions that are critical to the outcome of emergency situations; assist police officers with parking enforcement by providing information on authorized parking subscribers and motor vehicle license data; provide timely warnings to the Governor, Legislature, state employees and visitors to state facilities in the event of an emergency; operate computers and direct line alarms that monitor security systems for state facilities; and perform clerical tasks related to programs for the bureau. Work is performed under general supervision.

Time % GOALS AND WORKER ACTIVITIES

- 30% A. Operate the Bureau's Communication Center, relay and receive messages for State Capitol Police and Security officers and enforcement agencies and other personnel through-out the state.
- A1. Receive information from Capitol Police officers and other agencies and personnel. Evaluate the information, disseminate and take action as required. This information is received and disseminated using three Capitol Police radio channels, intercom systems connection various state buildings, monitoring of city, county, university, and NWS radio channels, and via the TIME law enforcement teletype system. Also, Mobil Data Terminals, using HTE CAD.
- A2. Coordinate police efforts between Capitol Police officers and with other public safety agencies as necessary. This includes monitoring and controlling radio transmissions on the Capitol Police frequencies to facilitate efficient transfer of information.
- A3. Receive request for information (driver's license, vehicle registration, warrant/wanted information) from field officers and investigators.
- A4. Receive emergency and non-emergency phone calls using the ISDN phone sets. Evaluate each call and take appropriate action.
- A5. Using HTE CAD V, maintain a log of all communications as required by the F.C.C. and Capitol Police policy.
- A6. Using HTE CAD V, log all telephone calls, complaints received, personal contacts, and assign case report numbers:
- A7. Provide available information to constitutional officers and the public on road and travel conditions.
- A8. Prioritize and coordinate communications during emergencies (i.e. bomb threats, hostage taking, natural disasters, threats in general).
- 20% B. Operate computers, and direct line alarms that monitor security systems for state facilities.
- B1. Monitor the Ccure 800 system; a computer for building access, security and fire alarms, and notify the appropriate agency or official of alarm conditions. This system controls card access to over 775 doors in more than 36 buildings state-wide, and monitors alarms from additional locations.
- B2. Monitor the Division of Buildings and Grounds computer which provides alarms of building environmental conditions and notify the appropriate agency or official of alarm conditions.

B3. Monitor the ITI-4000 and Radionics alarm panels which provide duress, security and fire alarms for state agencies state-wide. This includes all State Historical Society sites, over 40 National Guard armories, as well as other agencies and locations.

B4. Monitor television and alarms that service high security areas and dispatch police officers and/or agency personnel to investigate and resolve alarm activity.

B5. Contact the LED supervisor immediately regarding major equipment malfunctions, and log minor malfunctions, so that repairs can be accomplished on a timely basis.

B6. Enter, update, and cancel access card records as requested by state agency access card coordinators.

15% C. Operate DOA personal computers and the TIME terminal located in the Communication Center, and respond to inquiries from other law enforcement agencies. Receive and enter data on a routine basis.

C1. Query State and Federal databases for wanted/warrant information.

C2. Query Wisconsin and other states' databases for driver licensing and vehicle registration records.

C3. Query Capitol Police, State, and Federal databases for criminal history information on individuals.

C4. Enter data on stolen property or persons wanted by the bureau and remove data when warrants have been satisfied.

10% D. Assist police officers with parking enforcement by providing information all authorized parking subscribers and motor vehicle license data.

D1. Provide officers with current authorized parking subscriber information.

D2. Provide information to persons inquiring about parking regulations and procedures.

D3. Receive moneys and issue receipts for forfeitures and bail bonds.

1% E. Provide timely warnings to the Governor, Legislature, State Employees and visitors in the event of an emergency.

E1. Monitor the National Weather service radio and forward to Madison and outstate facilities that are affected when severe weather watches or warnings are issued.

E2. Monitor fire alarms, heat sensors, smoke detectors and water flow alarms to receive the first alarm of fire. Take action for ordering the evacuation of buildings and notifying the appropriate fire department. Notify building management employees when necessary.

5% F. Participate in Capitol Police Division in-service training programs and other communications center training as assigned.

F1. Successfully complete in-service training sponsored by the Division and Department of Justice.

F2. Assist in developing training programs and instructing new LED's, police officers and other state employees as directed.

- 14% G. Perform clerical tasks related to programs for the bureau.
- G1. Record and file parking tickets and reports.
 - G2. Perform routine daily duties relating to the operation of the logging recorder for the various radio channels and telephones
 - G3. Record the assignment of radios, keys and vehicles.
 - G4. Maintain the posted schedule to reflect any changes due to sick leave or other changes.
 - G5. Assist supervisors with scheduling of police/security personnel during emergencies and other overtime situations.
 - G6. Type reports, memorandums and letters.
 - G7. Operate the fax machine. Send faxes as requested, including routine transmission of road reports and daily and weekly reports that are sent to other state agencies. Relay governor's half-staff flag orders to state agencies according to prescribed procedures. Receive incoming faxes and distribute appropriately.
 - G8. Perform other tasks as required.
- 5% H. Assist with processing Capitol Police parking citations.
- H1. Receive forfeitures for parking citations and credit payment to appropriate citation.
 - H2. Enter new parking citation data into computerized database.
 - H3. Record payments and forward to DOA, Division of Administrative Services.
 - H4. Prepare notices of unpaid citation requesting suspension of registration by the Department of Transportation.

Knowledge, Skills, and Abilities Required:

1. Multi-tasking person (s) who are able to listen to the Police radio and telephone, monitor alarms, and keep accurate logs, all at the same time.
2. Use of Personal Computer and software applications like Microsoft Windows and similar programs. Ability to copy and paste files into workspaces. Understanding processes needed to update forms and saving them.
3. Map reading abilities.
4. Effective oral and written communication skills.