

CITY OF FRANKLIN, OHIO  
RESOLUTION 2021-37

**ADOPTING A POSITION DESCRIPTION FOR DISPATCHER**

WHEREAS, Section 8.08 of the Franklin City Charter requires this Council to adopt a Position Classification Plan containing position descriptions for all City positions, considering the duties, authority and responsibility of each position;

WHEREAS, upon the recommendations of the City Manager, this Council now finds it desirable to adopt a position description for the position of Dispatcher to adequately reflect the current duties and responsibilities of this position,

NOW, THEREFORE, BE IT RESOLVED by the Council of the City of Franklin, Ohio, a majority of members present concurring, that:

Section 1. The position description for Dispatcher attached as Exhibit A, is adopted and approved, and shall be included in the City of Franklin Position Classification Plan, effective May 3, 2021.

Section 2. It is found that all formal actions of this Council concerning and relating to the adoption of this Resolution were adopted in an open meeting of this council, and that all deliberations of this Council that resulted in this formal action were in meetings open to the public in compliance with all legal requirements, including Section 121.22 of the Ohio Revised Code, and the Rules of Council.

Section 3. This Resolution shall become effective immediately upon its passage.

ADOPTED: May 3, 2021

ATTEST: Khristi Dunn  
Khristi Dunn, Clerk of Council

APPROVED: Brent W. Centers  
Brent Centers, Mayor

CERTIFICATE

I, the undersigned Clerk of Council for the Franklin City Council, do hereby certify that the foregoing is a true and correct copy of a resolution passed by that body on May 3, 2021.

Khristi Dunn  
Khristi Dunn, Clerk of Council



**CITY OF FRANKLIN**  
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**POSITION DESCRIPTION**

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|                       |              |                              |            |
|-----------------------|--------------|------------------------------|------------|
| <b>Employee Name:</b> |              | <b>Position Title:</b>       | Dispatcher |
| <b>Shift:</b>         | Shift Varies | <b>FLSA Status:</b>          | Non-exempt |
| <b>Employment:</b>    | Full-time    | <b>Civil Service Status:</b> | Classified |
| <b>Department:</b>    | Police       | <b>Reports To:</b>           | Lieutenant |

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**GENERAL DESCRIPTION:**

Under general supervision, the Dispatcher performs a variety of communication related functions providing dispatch and other communication support services involving police, fire, emergency medical and other city public safety responders.

**QUALIFICATIONS: An example of acceptable qualifications:**

Completion of secondary education or equivalent (high school diploma or GED) and any equivalent combination of education, experience, and training which provides the required knowledge, skills, and abilities.

**LICENSURE OR CERTIFICATION REQUIREMENTS:**

Must possess an Ohio Law Enforcement Automated Data System (LEADS) certification or be able to obtain an Ohio Law Enforcement Automated Data Systems certification within six (6) months of employment. Must possess Emergency Medical Dispatch (EMD) Certification or be able obtain within six (6) months of employment. Must be a Notary or obtain within six (6) months of employment.

**EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive:**

Automatic call distributing ACD consoles; digital recording equipment; desktop computers; intercom systems; mobile data computers; personal computers; switchboards; radio scanners; multi-line telephone systems; telecommunication devices TDD; teletype terminals; two way radios; camera monitors; fax machines, copiers, scanners, and other standard office equipment; motor vehicle.

**INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:**

Employee ascends and/or descends stairs, or scaffolds; has exposure to chemical compounds found in an office environment (e.g., toner, correction fluid, etc.); works on and around powered platforms and/or vehicle mounted platforms (e.g., manlifts, fire trucks); is exposed to environmental conditions which may result in injury from fumes, odors, dusts, mists, gases, and/or poorly ventilated work areas; is exposed to possible injury from extremely noisy conditions above 85db (e.g., loud sirens, screaming people, building alarms, etc.); is exposed to possible injury from hazardous gases, chemicals, flammables, air contaminants, hazardous waste, unclean or unsanitary conditions, electrical shock; exposed to possible injury from radiation; exposed to possible injury from explosions; is exposed to possible injury as a result of falling from high places; works in or around crowds; has contact with potentially violent or emotionally distraught persons or vicious animals or life threatening situations; has exposure to fire, hot, cold, wet,

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Developed by:

Date Adopted: 05-03-2021

Clemans, Nelson & Associates, Inc.

Date Revised:

Loveland, Ohio 45140

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humid, or windy weather conditions; exposure to extreme non-weather related heat or cold; exposure to shaking objects or surfaces; exposure to second-hand smoke; exposure to hazardous driving conditions; works, first, second or third shift; is periodically exposed to blood and other bodily fluids, as well as other potentially infectious materials; uses eye and face protection for potential exposure to flying objects, respiratory protection for potential exposure to airborne contaminants, head protection for potential impacts of objects to the head, and occupational foot protection for potential impacts of objects to the feet; participants in medical and first aid activities; exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly (Constantly: activity or condition exists 2/3 or more of the time) to move objects. Physical demand requirements are in excess of those for Sedentary Work. Even though the weight lifted may be only a negligible amount, a job should be rated Light Work: (1) when it requires walking or standing to a significant degree; or (2) when it requires sitting most of the time but entails pushing and/or pulling of arm or leg controls; and/or (3) when the job requires working at a production rate pace entailing the constant pushing and/or pulling of materials even though the weight of those materials is negligible. NOTE: The constant stress and strain of maintaining a production rate pace, especially in an industrial setting, can be and is physically demanding of a worker even though the amount of force exerted is negligible.

Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered Light Work.

In cases of emergency, unpredictable situations, and/or department needs, may be required to lift, push, pull, and/or carry objects heavier than D.O.L. strength ratings recommend.

**JOB DESCRIPTION AND WORKER CHARACTERISTICS:**

JOB DUTIES in order of importance

**ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:**

1. Receives high volumes of incoming telephone or alarm system calls regarding emergency and non-emergency police and fire service, emergency ambulance service, information, and after-hours calls; questions callers to determine their locations, and the nature of their problems to determine type of response needed; determines response requirements and relative priorities of situations; uses public safety radio equipment to dispatch police, fire, EMS and public works in accordance with established procedures; views police GPS system and maintains watch for unit safety; utilizes computer-aided dispatch system facilities for complaint taking and coordination of public safety incidents; initiates the public safety alerting systems; may provide emergency medical instructions to callers;

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refers calls not requiring dispatches to appropriate departments and agencies; records details of calls, dispatches, and messages.

2. Monitors various radio frequencies such as those used by public works departments, school security, and civil defense to keep apprised of developing situations; observes alarm registers and scan maps to determine whether a specific emergency is in the dispatch service area; relays information and messages to and from emergency sites, to law enforcement agencies, and to all other individuals or groups requiring notification; maintains files of information relating to emergency calls, such as personnel rosters, and emergency call-out and pager files.
3. Enters, updates, and retrieves information from teletype networks and computerized data systems regarding such things as warrants, subpoenas, wanted persons, stolen property, vehicle registration, and stolen vehicles.
4. Greets public walk-ins, answers questions or refers to appropriate staff personnel or agencies; prepares routine correspondence, forms, memos, and maintains files; notarizes documents; prepares copies, faxes documents.
5. Attends meetings and serves on committees, as required; attends various meetings, seminars, and workshops.
6. Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.
7. Demonstrates regular and predictable attendance.

**OTHER DUTIES AND RESPONSIBILITIES:**

1. Performs other duties as assigned.

**MINIMUM ACCEPTABLE CHARACTERISTICS: (\*indicates developed after employment)**

**Knowledge of:** \*City and department goals and objectives; \*City and department policies and procedures; FCC rules and regulations; LEADS computer operations; public safety radio dispatching procedures; 911 terminal operating procedures; two-way radio operations; general office practices and

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procedures; English spelling, grammar, and punctuation. Familiar with correctional facility security practices, and procedures. Bookkeeping, and records management.

**Skill in:** Use of modern office equipment; data entry; computer operation.

**Ability to:** Carry out instructions in written, oral, or picture form; deal with variety of variables within somewhat unfamiliar context; recognize unusual or threatening conditions and take appropriate action; complete routine forms; prepare accurate documentation; add, subtract, multiply, and divide whole numbers; respond to routine inquires from public and/or officials; maintain records according to established procedures; communicate effectively; train or instruct others; develop and maintain effective working relationships; resolve complaints; travel to and gain access to worksite.

**POSITIONS DIRECTLY SUPERVISED:**

None.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed and understand and agree with the contents of this position description.

\_\_\_\_\_  
(Signature of Appointing Authority/Designee)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Signature of Employee)

\_\_\_\_\_  
(Date)