

Civilian Police Dispatcher
(Full-Time and Part-Time)

Position Purpose:

The purpose of this position is to perform diversified technical, clerical and dispatching work supporting the Town's public safety operations. Duties include taking a variety of calls from the public, dispatching emergency services through E9-1-1, monitoring radio networks and monitoring computer networks as well as performing various recordkeeping and clerical duties. Performs all other related work as required.

Supervision:

Supervision Scope: Performs a variety of responsible dispatching and clerical functions in accordance with established standard operating procedures; uses independent judgment to determine correct response to emergency calls and situations not clearly defined by precedent or established procedures.

Supervision Received: Work is performed under the direct supervision of the Police Administrative Assistant and under the administrative and policy direction of the Chief of Police. Work is performed independently requesting assistance with unusual situations which do not have clear precedents.

Supervision Given: None. More senior dispatchers may have assist with training new dispatchers.

Job Environment:

Work is performed under typical Police Station conditions; the noise level is moderate at times. The nature of dispatching work involves a high level of stress. Shift may consist of evenings and weekends.

Operates dispatching equipment, tape recorder, closed circuit television, two-way radio, various computers, facsimile machine, copier, typewriter, and other standard office equipment.

Makes frequent contacts with town officials, town employees and departments, the general public, Department of Social Services, Department of Youth Services, State Police, FBI, other police departments and emergency personnel, correctional facilities, and local utilities. Contacts are generally by telephone and radio, or in person, and require clear, concise communication.

Has access to confidential information about citizens and about criminal investigations.

Errors could be costly with regard to loss and damage of life and property and may result in legal and financial repercussions.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Dispatches emergency services through E9-1-1. Receives a variety of both routine and emergency calls from the public. Determines the nature of the call, the location and the type of responses required, including police, fire and ambulance. Dispatches appropriate personnel according to established procedures and ensures adequate personnel are on the scene to maintain proper control and safety. Maintains radio contact with responding personnel. Maintains constant monitoring of the radio and immediately responds to all requests for assistance or service. Ensures other police officers on duty are aware of situations which may require backup.

Receives radio calls from officers such as motor vehicle stops or other situations. Enters necessary data into the NCIC/CJIS computer system in order to obtain information on registrations, operator's licenses, warrants, stolen vehicles, etc. Relays information to the appropriate police officer. Monitors officer status and location and notifies officer in charge of situations when contact is lost with officers.

Maintains an accurate and up-to-date log of all activity, according to department policies. Handles all walk in complaints, questions, directions, and general information.

Provides clerical support to members of the department. Types a variety of material such as arrest or other incident reports. Maintains and updates various files and records. Enters appropriate information in order to enter warrants, stolen property and/or updates items from police computer network.

Maintains watch over prisoners detained in the lock-up cells. Monitors the condition and status of detained persons, ensuring safety and well being. Female Dispatchers may search female prisoners when requested.

Maintains and monitors video surveillance of the building and property. Monitors station's entire security system.

Attends LEAPS validation meetings and other informational sessions required. Performs monthly LEAPS validation.

Enters motor vehicle citations. Submits the citation audit to the Registry of Motor Vehicles monthly.

Trains Police Officers who fill in for Dispatchers. Trains new Dispatchers as needed.

Cleans and maintains communications equipment.

May be required to serve as E-911 department administrator.

Performs similar or related work as required.

Recommended Minimum Qualifications:

Education, Training and Experience:

High School education.

Special Requirements:

Ability to become E-911 certified.

CPR Certification required.

First Responder Certification required.

Suicide Prevention Certification desired.

Possession of LEAPS/NCIC certification.

Knowledge, Ability and Skill:

Knowledge: Working knowledge of the layout of the Town. Knowledge of radios and other dispatching equipment, office equipment and the operation of computer software applications. Working knowledge of emergency response procedures.

Ability: Ability to learn communications systems techniques. Ability to handle emergency situations calmly, promptly and efficiently, while under stress. Ability to communicate clearly, use common sense and respond maturely to high pressure situations which may involve emotional or update individuals.

Skill: Excellent communication and interpersonal skills. Skill in operating computers and utilizing appropriate software applications. Skill in all of the above listed tools and equipment.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Regularly required to walk, stand, sit, talk, and hear; operate objects, tools, or controls; pick up paper, files, and other common office objects. Lifts/moves objects weighing up to 10 pounds. Ability to view computer screens and operate dispatching equipment for long periods of time. Ability to operate dispatching equipment at efficient speed. Vision and hearing at or correctable to normal ranges.

(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)