

**Position Title:**Dispatcher

### **Statement of Duties**

Receives, processes and transmits emergency and business calls for police, fire, and ambulance service received via telephone, radio, and in person. Operates and monitors multi-channel base radios, telephone consoles and related emergency service equipment. Performs all other related services as required.

### **Supervision**

Employee works under the general supervision of a shift supervisor. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions. The employee works as instructed and consults with supervisor as needed on all matters not covered in the department's guidelines or instructions. Considerable judgment and tact is required in answering inquiries and determining the correct course of action often under stressful, emergency conditions.

Employee does not have any supervisory responsibilities.

### **Job Environment**

Work involves standardized tasks, operations and procedures, involving analysis and evaluation of each call for service to apply the appropriate response in accordance with the department's policy and procedures manual.

Employee is expected to use initiative in coping with unusual situations and circumstances and to resolve them. Employee, when exposed to stressful situations must exercise calm and professional behavior. Emergency or unusual situations are discussed with superior(s). Must take initiative in determining proper response to inquiries.

In response to emergencies, employee may be required to work various shifts including weekends and holidays and may be called to duty at any time.

Errors could result in delays or loss of service, personal injury/loss of life, injuries to other employees, adverse public relations, damages to building and/or equipment and legal/liability issues for the town.

Employee has access to department-related confidential criminal records and communications.

Constant contact with the public. Other contacts are with the businesses and other agencies. Contact is usually through the telephone, in person, in writing, facsimile and by radio.

Employee may be required to work beyond the normal business hours at night and/or on weekends/holidays.

### **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.*

Receives, interprets prioritizes and processes all calls for service over a combined police, fire emergency system.

Operates and maintains on-line communications equipment, including multi-channel base radio, multi-line telephone console, multi-channel voice recording system, and 911 telecommunications computer network, such as S.P.O.T.'s terminal and L.E.A.P.S.

Performs data entry and information retrieval for on duty units, multiple alarm panels, in-house Police, Ambulance, street files, arrest and warrant files, call back rosters, calls for service and others as developed.

Receives a variety of requests from the public for non-emergency departmental services, permits and resources forwarding to appropriate personnel.

Compiles a daily shift log of all calls received and dispatched in a detailed and accurate manner.

Notifies shift supervisor of all matters of importance or unusual occurrence requiring his/her attention.

Constantly monitors location and status of on-duty and on-call units.

Monitors prisoner in the holding cell through use of closed circuit television monitors.

Ensure all communications equipment is in working order and report equipment failures immediately to supervisor.

### **Recommended Minimum Qualifications:**

#### **Education and Experience**

An Employee for a position in this class should be a high school graduate or equivalent; one (1) to three (3) years prior experience in dispatching service; or any equivalent combination of education or experience.

## **Special Requirements**

Enhanced 911 Certification  
L.E.A.P.S. Certification  
CPR/First Aid Responder Certification  
CORI Certification

## **Knowledge, Ability and Skill**

### **Knowledge:**

Operation of communications equipment and computer systems for department; good working knowledge of Department standard operating procedures. Working knowledge of business English, grammar and spelling. Must possess intricate and detailed technical knowledge of the geography of the town including the location of streets, buildings, parks, housing developments, nursing homes and other areas of the community.

### **Ability:**

Retain communications information and to perform duties during emergency conditions and prolonged stress; record, maintain and process data into computer systems, and to initiate appropriate responses of emergency service agencies; prioritize demands; communicate information in a clear, concise and logical order; extract pertinent information from citizens requiring emergency assistance and to provide this information to units in the field for their protection and the protection of the public; provide emergency pre-arrival assistance or advise to aid caller in dealing with crisis; exercise sound judgment in evaluating situations and in making decisions; follow verbal and written instructions; and complete data entry and record keeping functions using computer software/hardware. Ability to perform multiple tasks or requests for emergency service under stressful, life threatening, emergency conditions.

### **Skills:**

Excellent oral, written and listening communication skills. Effective computer skills.

## **Physical and Mental Requirements**

Work is performed indoors, with some minor risk of electrical shock from operating equipment. Noise exposure is moderate. Physical demands generally involve standing, stooping, or reaching with hands or arms up to one-third of the time; and sitting, talking or listening, distinguishing sounds, use of hands to finger, handle or feel objects more than two-thirds of the time. Force is seldom exerted beyond 10 pounds. The position has normal vision requirements. Equipment used includes personal computers, telephones, radio communications and office machines.