

DISPATCHER

DEFINITION

Provides information and assistance to the public by responding to calls and dispatching emergency personnel; other related work, as required.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are illustrations of the type of work that is 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.

Answer incoming calls; receive emergency and non-emergency calls for service; dispatch appropriate personnel to calls as required, in accordance with procedures and protocols; file reports and documents maintains logs of calls for service.

Respond to emergency calls and contact additional personnel from municipalities and agencies.

Contact property owners and alarm companies; set up and maintain records; provide information to the public and the news media.

Maintain statistical reports and submit required reports to government agencies; prepare arrest documents for court proceedings and hearings,.

Provide assistance and support to emergency personnel.

Perform registration, license and criminal checks using LEAPS system; enter motor vehicle citations into the computer system; process motor vehicle accident reports and provide documentation.

Monitor prisoners; monitor video surveillance and alarm equipment; may provide matron services and perform additional tasks, when needed.

May perform Parking Clerk functions.

Perform routine administrative and office tasks; troubleshoot and maintain equipment.

Perform similar or related work as required, directed, or as situation dictates.

SUPERVISION

Works under the direct supervision of the Police Chief, or shift supervisor, in accordance with established standard operating procedures; questionable calls are referred to a supervisor; independent judgment is necessary to determine the correct response to calls and dispatch all necessary personnel.

WORK ENVIRONMENT

Work is performed with exposure to loud noise and disruptions; duties can involve stressful situations; regular schedule includes night and weekend shifts; the workload is subject to seasonal and weather-related fluctuations.

The employee operates dispatching equipment, surveillance equipment, and standard office equipment.

The employee has ongoing contact with the public and frequent interaction with town employees, personnel in other towns, and State agencies.

The employee has access to confidential medical and legal information.

Errors could result injuries to the public, delay or loss of service and legal repercussions.

RECOMMENDED MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

High school diploma; one year of communications experience; experience working with the public; technical training desired; or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

LEAPS/CJIS Certification

E-911 Certification

Dispatch and communication training

KNOWLEDGE, ABILITY AND SKILL

Knowledge of department and dispatch protocols and procedures; computer knowledge; familiarity with emergency operations; knowledge of town geography.

Ability to understand and follow defined operating procedures and protocols; ability to learn communications system techniques; ability to handle emergency situations calmly, promptly and efficiently; ability to obtain essential information from callers; ability to read, write and speak English clearly and give clear directions.

Communication skills; computer skills; skill in the operation of communications equipment.

PHYSICAL REQUIREMENTS

Minimal physical effort is generally required; the employee is required to stand, walk, sit, speak and hear and use hands to operate equipment; ability to hear well on the radio and telephone required. Vision requirements include the ability to read and analyze documents and use computers and electronic equipment.

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.