**General Skills of the Emergency Dispatcher:**

*(High-performing and successful Emergency Dispatchers have been identified as demonstrating the ability to):*

-Effectively communicate both verbally (clearly enunciate) and written (superior grammar skills).

-Multi-task in high-stress situations making quick, workable decisions.

-Maintain focus while managing stressful situations.

-Maintain the strictest confidentiality and integrity.

-Provide effective customer service.

-Solve problems/think critically.

-Work effectively with others.

-Actively listen.

-Maintain a mature, calm, and professional demeanor at all times.

-Practice patience and be adaptable to sudden changes .

**Some duties and responsibilities include but are not limited to:**

-Shall treat the official business of the police department as confidential.

-Disseminate information regarding the official business of the police department only to those for whom it is intended, in accordance with established departmental procedures.

-Act as the first point of contact for people calling in or entering Conway Police Department.

-Ability to interpret and comprehend information provided from all types of callers, ranging from the hysterical caller, uncooperative caller, anonymous caller, children, and the elderly.

-Ensure people get the exact non-emergency and emergency services they need.

-Monitor and record the location of multiple on-duty officers.

-Take both 911 and non-emergency calls for service.

-Perform driver's license and wanted-person queries.

-Assign case numbers and record case notes.

-Use computers and computer-aided dispatch.

-Monitor police radio traffic (multiple channels at one time), maintaining a constant state of alertness as to the current status of all active radio units, including police, fire, and EMS, and initiate additional response when a unit appears to be overdue or in potential danger.

-Operate police radios.

-Dispatch officers to calls for service.

-Provide assistance to officers by contacting other services as needed.

-Classify incoming calls as to urgency and determine which units to assign and when to involve a supervisor.

-Determine when calls should be referred to another division, bureau or outside agency.