

JOB DESCRIPTION: TOWNSHIP OF MAHWAH

JOB TITLE: Junior Dispatcher/ Class 2

DEPARTMENT: Police

REPORTS TO: Sergeant assigned to Administration

SALARY RANGE- \$42,500.00-\$52,381.00\*

\*If experienced and more qualified will classify accordingly for salary.

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**JOB SUMMARY:**

Under direction, receives and relays 9-1-1 Emergency calls, non-emergency and service situation phone calls. Dispatching of Police, Fire and EMS units. Does related work as required.

Receives 9-1-1 calls from public concerning crimes, police emergencies, and calls for service; relays and transfers emergency calls and messages to police, fire, EMS and other emergency units; operates a telephone switchboard, inputs calls into a CAD (Computer Aided Dispatch) system, obtains information from SCIC/NCIC system.

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**Special Requirements:**

40 Hour BTC (Basic Telecommunicator Course)

32 Hour EMD (Emergency Medical Dispatch)

8 Hour CPR course

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to reasonably perform each essential duty satisfactorily. The requirements shown below are representative of the knowledge, skill and /or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.

- Must be willing to work rotating 12-hour shifts, weekends and holidays.
- Must be available to work overtime on an as needed basis as directed by the Chief of Police or his designee.
- Must be able to multi-task and work under potentially stressful conditions.
- Must have good phone skills and able to interact with the public in a professional manner under stressful conditions.

**EDUCATION and/or EXPERIENCE:**

- A) High School Diploma or general education degree (GED) and
- B) Have a thorough knowledge of modern office methods, practices and procedures; the filing, retrieval and storage of letters, documents and various other transactions or activities; the use

of machines and equipment such as calculators, typewriters, copiers and familiarity with personal computers. Telephone communication skills a must.

**LANGUAGE SKILLS;**

Ability to read, write, and speak English and comprehend complex or varied instruction in a manner to perform the duties of this position. Preference given to those who are bi-lingual.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

**CERTIFICATES, LICENSES AND REGISTRATIONS:**

Must possess a valid driver's license.

Preference will be given to candidates with the following certifications and training.

- 40 hours Basic Telecommunicators Course
- 32 hours EMD (Emergency Medical Dispatch)
- American Red Cross CPR Level B Provider Card
- Successful completion of annual 8-hour Recertification
- SCIC/NCIC, M.A.R.S. and DMV computer training



*Department of Police  
Township of Mahwah,  
County of Bergen, State of New Jersey*



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Chief of Police

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The following are essential job functions for the position of police dispatcher:

1. Speak and understand English clearly
2. Clearly write in English using proper grammar
3. Answer phones clearly and politely at all times, sometimes under very stressful situations
4. Answer 9-1-1 emergency calls
5. Handle multiple emergency calls simultaneously
6. Lead and direct all phone conversations
7. Conduct phone conversations while simultaneously monitoring all radio traffic
8. Monitor multiple radio frequencies at the same time
9. Relay information via phone/radio to emergency services with speed and accuracy
10. Interact with the walk-in public at headquarters
11. Dispatch emergency services as needed
12. Be familiar with computers
13. Must be good with typing and computers
14. Read and comprehend technical manuals for computers
15. Be able/willing to work long hours when necessary
16. Be able/willing to work rotating shifts
17. Sit for long periods of time, sometimes without break or relief
18. Observe video monitors
19. Have dexterity to perform dispatch functions
20. Lift small amounts of weight such as computer paper boxes and small equipment
21. Dispatchers are on a probation period for one (1) year from the date of hire
22. Dispatchers may work 12-Hour shifts
23. Full-Time Dispatchers must be available for early call-in

Part-Time and Per-Diem dispatchers are called on an as needed basis. Dispatchers must fulfill time obligations and maintain on-going department training or will be removed from the department's active roster.

I have read the above listed job functions for Police Dispatcher and believe I can perform these essential functions.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_