

THE TOWN OF BRISTOL IS AN EQUAL OPPORTUNITY EMPLOYER  
WOMEN AND MINORITIES ARE ENCOURAGED TO APPLY

# **BRISTOL POLICE DEPARTMENT DISPATCHER APPLICANT INFORMATION BOOKLET**

**395 Metacom Ave  
Bristol, RI 02809  
(401) 253-6900**



Steven Contente  
Town Administrator  
Bristol, Rhode Island



Kevin M. Lynch  
Chief of Police  
Bristol, Rhode Island

Nationally Accredited

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Kevin M. Lynch  
Chief of Police

## Bristol Police Department

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If you are interested in a rewarding career with the Bristol Police Department, this applicant information booklet will provide you with the minimum hiring requirements, various phases of the applicant selection process, salary and benefits, and other miscellaneous information.

Applications may be obtained by visiting [policeapp.com](http://policeapp.com) beginning Monday, September 20, 2021, through 11:59 PM on Sunday, October 31, 2021.



Dispatch Center

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Josue D. Canario  
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## **MISSION STATEMENT**

We the members of the Bristol Police Department, in cooperation with the people of Bristol and in partnership with other public and private agencies, to assume a leadership role through a problem-solving approach to preventing crime and disorder, reducing citizen fear of crime, providing for the safe and efficient flow of traffic, providing a variety of non-criminal activities, and improving the quality of life as we work together to make Bristol truly New England's outstanding "community by the sea."

### **Employment**

The Bristol Police Department is an Equal Employment Opportunity Employer

### **Equal Employment Opportunity Statement**

It is the policy of the Bristol Police Department to identify and employ the best-qualified individuals to perform the tasks and functions of the department without regard to race, color, religion, sex, age, national origin, or physical disability.

The department prohibits discrimination against any person in recruitment, appointment, training, promotion, retention, discipline, or any other aspect of personnel administration for reasons of political or religious opinions, affiliations, or because of race, color, national origin, physical disability, or age, except where specific age or physical requirements constitute a bonafide occupational qualification necessary to properly and efficiently perform the functions of the job.

It is the policy of the department to actively encourage women and minorities to apply for employment in all positions within the department. The department maintains an Equal Employment Opportunity plan through which management assures that all persons have equal opportunities in recruitment, selection, appointment, promotion, training, discipline, and related areas.

## **JOB SUMMARY**

Performs highly responsible communications work in receiving and dispatching police emergency calls and messages to the appropriate authorities and personnel. Maintains and retrieves records and files information for dissemination to patrol units and personnel. Assumes responsibility for the initial deployment of public safety personnel and equipment. Maintains files and records and reproduces copies as required.

The Bristol Police Department provides twenty-four-hour and seven-day-a-week law enforcement services. Dispatchers fill three (3) shifts and work five (5) days followed by two (2) days off.

### **SUPERVISION RECEIVED**

Works under the direction of a Shift Commander or Officer in Charge. Work is performed independently based on substantial knowledge of established policies, and procedures. Work may be reviewed by monitoring employees' operations, by observation, and by reviewing reports and records.

### **SUPERVISION EXERCISED**

Usually works alone. EXAMPLES OF DUTIES:

Operates and monitors a variety of communication and alarm system equipment including telephones, radios, and computer systems.

Receives requests for police, fire, and emergency medical services. Ascertains nature of request and dispatches appropriate service unit in accordance with established procedures. Determines the urgency of the call and elicits necessary information from the caller. Exercises tact and judgment in dealing with emergencies. Relays and receives further instruction from police or personnel at emergency scene.

Maintains records of all incoming calls and dispatches through various logs and reports. Maintains status and current information on all units in and out of service.

Enters report information into the computer. Produces appropriate printout and analysis of departmental activity.

Disseminates information concerning wanted persons, stolen vehicles, missing persons, and other police information as may be received by teletype, telephone, or other means.

Deals with the public through handling various tasks, walk-in complaints, requests for general information, etc.

Types a variety of correspondence, memoranda, forms, and reports. Types material in final form assuring spelling, grammar, and punctuation are correct. Must be able to use a computer terminal.

Performs other related duties as required.



**GENERAL ELIGIBILITY REQUIREMENTS**

1. The goal of the recruitment process is to aggressively recruit qualified candidates by providing maximum public awareness and access to all segments of the population
2. Qualifications: All applicants for the position of dispatcher must meet the following standards and requirements:
3. Must be a United States citizen
4. Must be at least 18 years of age on or before the date of appointment
5. Must possess a valid motor vehicle operator's license
6. Shall have satisfactorily completed four years of accredited high school or the equivalent thereof.
7. Cannot have been convicted of or otherwise admitted to having committed any felony in a court of law. A conviction or admission to a misdemeanor may be considered a disqualifying factor depending upon the totality of the circumstances (i.e., sentence, facts and circumstances surrounding the incident, distance in time, nature of the incident).
8. Must be of good moral character and habits.



**PHYSICAL SKILLS REQUIRED**

Ability to operate and manipulate computer terminal, FAX machine, copy machine, paper shredder, telephone handset and headset, and base radio equipment.

Ability to hear and understand information over the radio and telephone under conditions of stress, static, and background noise, including from callers for whom English is a second language.

Ability to sit for prolonged periods.

Ability to adapt to conditions of stress and information overload, and remain calm, and exercise command presence and good judgment.

Ability to read and fill out logs, booking sheets, and to fill in the information on computer terminals.

Ability to evaluate emergency situations and communicate emergency first aid information over the telephone and radio.

### **EDUCATIONAL REQUIREMENTS**

High school diploma or equivalent; experience working with modern office equipment including computers and communication systems preferred, and Rhode Island State Police telecommunication training; familiarity or previous experience with personal computers; OR any equivalent combination of education and experience which demonstrates possession of the required knowledge, skills, and abilities.

### **PHASES OF THE APPLICANT SELECTION PROCESS**

A. Written Examination:

A written examination, which uses valid, useful, and nondiscriminatory procedures, shall be administered during the selection process.

B. Oral Board Interviews:

Oral board interviews, which use valid, useful, and nondiscriminatory procedures, along with standardized criteria, shall be conducted during the selection process.

C. Background Investigations:

The applicant background investigation phase of the selection process is a comprehensive background check and shall include verification of a candidate's qualifying credentials, such as educational achievements, employment and credit history, neighborhood references, citizenship, etc.

D. Conditional Offer of Employment:

Upon successful completion of the written examination, oral board interview, and applicant background investigation, certain candidates will be tendered conditional offers of employment.

E. Medical Examination

1. A medical examination, which uses valid, useful, and nondiscriminatory procedures, shall be conducted.
2. Medical examinations shall be conducted post-conditional offer of employment.
3. Only licensed physicians shall be used to certify the general health of candidates.



## **SALARIES AND BENEFITS**

The stated benefits are enumerated in the existing collective bargaining agreement between the Town of Bristol and the Rhode Island Council 94, AFSCME, AFL-CIO on behalf of Bristol Civilian Police Department Employees, Local 1853, effective July 1, 2021, to June 30, 2024, and are subject to change.

### **Salary**

Presently a Dispatchers annual salary is \$49,582.08 - \$51,329.85.

### **Traffic Details**

Upon completion of the probationary period members who are covered by Local 1853 are eligible to work traffic details.

THE DETAIL RATE IS AS FOLLOWS (EFFECTIVE JULY 1, 2021):

MONDAY - FRIDAY	7:00 AM- 3:00 PM	\$53.00 per/hr
MONDAY - SUNDAY	3:00 PM- 7:00 AM	\$70.00 per/hr
SAT/ SUN / HOLIDAYS		\$70.00 per/hr

### **Health care benefits**

Health care benefits with a co-payment, an amount per pay period equal to twenty percent (20%) of the cost to the Town of such employee's annual complete medical coverage, and dental divided by the total number of pay periods per fiscal year.

### **Longevity**

- Completion of four (4) years of service\_\_\_\_\_ three (3) percent of their annual salary
- Completion of eight (8) years of service\_\_\_\_\_ four (4) percent of their annual salary
- Completion of thirteen (13) years of service\_\_\_\_\_ six (6) percent of their annual salary
- Completion of seventeen (17) years of service\_\_\_\_\_ seven (7) percent of their annual salary
- Completion of twenty-two (22) years of service\_\_\_\_\_ eight (8) percent of their annual salary
- Completion of (25) years of service\_\_\_\_\_ eight and one half (8.5) percent of their annual salary

### **Sick Leave**

- Date of hire through one (1) year of service \_\_\_\_\_ ten (10) working days
- Completed one (1) year and less than five (5) years \_\_\_\_\_ fifteen (15) working days
- Completed five (5) years and beyond \_\_\_\_\_ twenty (20) working days

### **Vacation**

- Completed one (1) year and less than two (2) years \_\_\_\_\_ seven (7) working days
- Completed two (2) years and less than five (4) years \_\_\_\_\_ twelve (12) working days
- Completed five (5) years and less than ten (9) years \_\_\_\_\_ seventeen (17) working days
- Completed ten (10) years and less than sixteen (16) years \_\_\_\_\_ twenty-four (22) working days
- Completed seventeen (17) years and beyond twenty-six (26) working days
- There are twelve (12) paid holidays per year. In addition, V-J Day, Martin Luther King Day, and State and National Election Day in November will be paid holidays as long as they are recognized by the State of Rhode Island.
- Upon completion of the probationary period, each member is provided with two (3) personal days per year, per current contract.
- Compensatory time may be accumulated to a maximum of one hundred sixty (160) hours.

### **Employee Education Program**

Tuition assistance benefit for members covered by Local 1853 after completing the probationary period.

### **RE-APPLICATION, RETESTING, AND RE-EVALUATION PROCEDURES**

Previous applicants interested in applying are welcomed and must complete a new application. Previous applicants must complete all phases of the recruitment process again and will be re-evaluated.