

Public Safety Dispatcher Job Description

The specific focus for a Public Safety Dispatcher:

- 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 file 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. Public Safety Dispatchers focus on dispatching police, fire, and EMS units to life-threatening situations.

SUPERVISION :

- 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.

REQUIRED SKILLS:

- Excellent organizational and multitasking abilities
- Strong Problem-solving and critical thinking skills
- Outstanding communication and active listening skills
- Adaptability and the ability to remain calm under pressure
- Proficiency with computers and relevant software

PHYSICAL SKILLS REQUIRED:

- Ability to operate and manipulate computer terminals, telephone handsets and headsets, and base radio equipment.
- Ability to hear and understand information over the radio and telephone under conditions of stress, static, and background noise.
- Ability to sit for protracted periods of time. Ability to adapt to conditions of stress and information overload, and to remain calm and exercise command presence and good judgment.
- Ability to read and fill in information on computer terminals.
- Ability to evaluate emergencies and communicate emergency first aid information over the telephone and radio.

CORE RESPONSIBILITIES

- Receive and prioritize calls: Handle incoming emergencies and non-emergency calls, assess their urgency, and gather essential information.
- Dispatch units: Use phone radio and computer systems to send appropriate personnel, vehicles, and equipment to the correct location.
- Monitor and track field units.
- Maintain Communication: Serve as the central hub of communication between field units and other departments, relaying critical information and updates.
- Address issues and delays: Quickly resolve operational problems that arise, such as vehicle breakdowns, traffic, or unexpected emergencies.
- Communicate and coordinate: Receive incoming requests via phone, radio, or computer, and effectively communicate information and instructions to field units.
- Monitor and track: Keep accurate records of dispatched calls and field unit status using dispatch software. This includes monitoring ongoing situations and coordinating with other agencies.

Public Safety Dispatcher Minimum Requirements

The Town of Bristol is currently seeking applicants for the position of Public Safety Dispatcher. Full-time positions are available.

Applicants must meet the following requirements:

Must be a U.S. citizen

Must be 18 years of age on or before the appointment

Must possess a valid motor vehicle operator's license

Must possess a high school diploma or GED

Must pass a comprehensive background investigation, oral interview, drug screening, and a medical exam before appointment

Must be willing and available to work various shifts and hours

Applications may be obtained online at the Town's website, the Police Department's website, policeapp.com, or in person. Applications must be completed no later than 11:59 PM on Tuesday, September 30, 2025.

Salary: \$55,518.37 annually, Union Position, Generous Benefits Package.