

**TOWN OF BLOOMFIELD
DEPARTMENT OF HUMAN RESOURCES
Job Description**

Job Title: Dispatcher
Department: Police
Reports To: Shift Commander (Lieutenant or Sergeant)
FLSA Status: Non-Exempt
Wage Class: C.I.P.U. # 14 Dispatcher

SUMMARY

Receives and transmits police, EMS and Fire Calls; performs general clerical duties.

Police Department operates twenty four hours a day, seven days a week. Shifts are awarded based on time in service (seniority).

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned. Operates telephone, computer systems, multiple radio frequencies, recording systems, and 911 phone system.

Receives and transmits emergency messages.

Dispatches calls for service.

Performs general clerical duties, including typing, filing, and preparation of reports.

Maintains statistical reports on police incidents such as motor vehicle accidents, criminal arrests, and motor vehicle violations.

Electronically monitors persons in custody.

Deals with public extensively, particularly by telephone.

Inputs complaints and other data into computers.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed 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.

EDUCATION and/or EXPERIENCE High school diploma or general education degree (GED) and one year experience in dispatching, law enforcement or clerical work, and operation of personal computer or system computer, OR an acceptable equivalent combination of education and experience.

LANGUAGE SKILLS Ability to read, analyze, and interpret general information, professional standards, technical procedures, or departmental regulations. Ability to follow written and oral instructions. Ability to give clear, concise oral instructions. Ability to prepare accurate statistical reports. Ability to communicate clearly with the general public.

MATHEMATICAL SKILLS Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardizations exist. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to make rapid and sound judgments.

COMPUTER SKILLS To perform this job successfully, an individual should have basic keyboarding skills, knowledge of basic spreadsheet software and basic Word Processing software.

OTHER SKILLS AND ABILITIES Ability to type at the rate of 30 wpm.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to reach with hands and arms; the employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

SUPERVISORY RESPONSIBILITIES This job has no supervisory responsibilities.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Design - Demonstrates attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner. Develops alternative solutions; Uses reason even when dealing with emotional topics.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills - Assesses own strengths and weaknesses; Strives to continuously build knowledge and skills.

Customer Service - Manages difficult or emotional customer situations; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens

to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs. Able to read and interpret written information.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Cost Consciousness - Conserves organizational resources.

Diversity - Shows respect and sensitivity for cultural differences of diversity; promotes a harassment-free environment.

Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values.

Strategic Thinking - Adapts strategy to changing conditions.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment, Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Completes work in timely manner; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time.

Dependability - Follows instructions, responds to management directions; takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Asks for and offers help when needed.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)

Revised 7/5/12