

DISPATCHER

JOB SUMMARY:

Performs highly responsible communications work in receiving and dispatching policy 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 initial deployment of public safety personnel and equipment. Maintains files and records and reproduces copies as required.

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 procedure. Determines urgency of call and elicits necessary information from caller. Exercises tact and judgment in dealing with emergency situations. 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 and out of service.

Enters report information into the computer. Produces appropriate printouts 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 by means of 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.

Serves as custodian for same sex prisoners or juveniles as needed.

Performs other related duties as required.

PHYSICAL SKILLS REQUIRED:

Ability to operate and manipulate typewriter, 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 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 out logs, booking sheets, and to fill in information on computer terminals.

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

OTHER KNOWLEDGES, SKILLS AND ABILITIES REQUIRED:

Working knowledge of communications equipment, practices, techniques and methods. Knowledge of the street system and geography of the Town.

Knowledge of department rules and regulations; knowledge of applicable Federal, State and Town laws and ordinances. Ability to speak clearly and concisely.

Ability to think and act quickly, calmly and accurately in emergency situations.

Ability to type accurately at a reasonable rate of speed.

Ability to develop within a reasonable period of time, skill and speed in operation of communications equipment and to demonstrate knowledge of public safety practices and procedures. Ability to understand and follow complex oral and written instruction.

MINIMUM QUALIFICATIONS REQUIRED:

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's, skills and abilities.