

St. Johnsbury Police Department Policies and Procedures

<p>Job Description:</p> <p>Dispatcher</p>	<p>Related Policies:</p> <p>This policy supersedes any previous policy issued.</p>
<p><i>This policy is for internal use only and does not enlarge an employee's civil liability in any way. The policy should not be construed as creating a higher duty of care, in an evidentiary sense, with respect to third party civil claims against employees. A violation of this policy, if proven, can only form the basis of a complaint by this department for non-judicial administrative action in accordance with the laws governing employee discipline.</i></p>	
<p>Applicable Vermont Statutes:</p>	
<p>Date Implemented:</p>	<p>By Order Of:</p>

1. Summary:

A) Dispatcher receives emergency calls, complaints, and information from the public both in person and via telephone. Receives and transmits emergency and routine messages by various means of communications. Dispatches appropriate personnel to investigate incidents and/or provide service to the public. Maintains logs, records, and reports concerning each department's activities.

Under the direction of the Chief of Police, Captain, or Director of Dispatch performs various administrative duties.

2. Duties and Responsibilities- General

It is the duty and responsibility of the dispatcher to:

1. Be thoroughly familiar with the department rules, regulations, orders, policies and procedures. Additionally, be thoroughly familiar with those department procedures specifically related to the radio and other communication equipment.
2. Be familiar with the location of streets, highways, public buildings, businesses, industries, schools, churches, and other relevant areas so as to maximize accuracy and speed of dispatching services.
3. Respond to all complaints and requests received in a calm, courteous manner. Provide general information and assistance to the public in a polite and courteous manner.

4. Be familiar with all operating procedures relevant to emergency situations requiring urgent attention, and dispatch appropriate personnel promptly on all emergencies, complaints, and incidents requiring service.
5. Keep personnel who have been dispatched to calls fully informed of all facts affecting the safety or efficiency of their response to the call.
6. Inform appropriate personnel whenever contact with an officer on duty cannot be made after a reasonable amount of time.
7. Inform the Director of Dispatch whenever communications equipment is improperly functioning.
8. Thoroughly and accurately complete all Incident Reports as required by existing procedures and regulations.
9. Maintain all department logs in accordance with current operating procedures and regulations.
10. Record, file issue and cancel NCIC entries and other related notifications. Provide records and information requested by other agencies.
11. Maintain security of all records and not divulge information which relates to departmental records or business to any person(s) not so authorized. Do not remove any record, police report, or department communication except as provided by department regulations.
12. Assist with the training of new dispatching personnel and ensure during the course of such training that new personnel have been thoroughly instructed as to department dispatch procedures and administrative responsibilities.
13. Perform any other duties assigned by proper authority.

3. Duties and Responsibilities- Administrative:

1. When required, complete Incident Reports and related material.
2. Properly file/email departmental records such as Incident Reports, Vehicle Accident Reports, Uniform Traffic Citations, Warrants, Home Check Information, Relief From Abuse Orders, and EMS and Fire Department Runs.
3. Prepare required paper work for court cases.
4. Prepare and maintain all necessary files within the department.
5. Maintain the security and confidentiality of all department business and information concerning its agencies.
6. Respond to all requests for information from insurance companies or government agencies. All correspondence regarding such requests is subject to review and approval by the Chief.

7. Be familiar with the duties of the dispatch personnel, and the maintenance and complete operation of the department records and information system.

8. Provide efficient operation of the office of the Chief of Police. Receive messages and telephone calls for the Chief, and handle routine matters within the scope and ability authorized. Bring to the Chief's attention problems and/or required action on all matters concerning the administrative affairs of the office.

9. Perform other related duties as assigned by the Captain, Chief of Police, or Director of Dispatch.

4. Desired Knowledge, Abilities, Physical, and Psychological Capabilities:

1. A high school degree or general education development certificate (G.E.D.).

2. Ability to acquire further knowledge and skills required for proper performance of the duties of a dispatcher.

3. Ability to comprehend and follow oral and written instruction.

4. Ability to communicate effectively and courteously with public at all times.

5. Ability to function in calm manner in stressful situations.

6. Ability to perform training duties when called upon.

E. Specific Position Requirements:

1. Persons classified in this position are responsible and accountable directly to the Director of Dispatch.

2. By virtue of its public safety nature, a dispatcher is considered as being always on call. Duty requirements may make it mandatory for a dispatcher to work in excess of an eight (8) hour work week day, or a forty (40) hour work week.

3. The position of dispatcher demands an adherence to the highest standards of ethics, moral code, and personal integrity.

4. Persons in this position must have completed, or satisfactorily complete all minimum entry standards and training requirements as established by the St. Johnsbury Police Department and the State of Vermont.