



JOB DESCRIPTION

JOB TITLE: EMERGENCY CALL DISPATCHER
DEPARTMENT: Police
REPORTS TO: Patrol Division Commander
STATUS: F/T, Regular, Non-exempt, Civilian
HOURS/WEEK: 40 hours
24/7 operation

*Job specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

I. SUMMARY

Performs various technical tasks designed to assist in public safety and welfare. Provides voice and telecommunications in directing proper police, fire, first aid and rescue personnel in responding to public needs utilizing radios (LPD, town band, surrounding communities and state police band), telephones (regular and 911), teletypes and computers. Assists citizens with non-emergency questions. Performs all other duties as assigned.

Work is performed under general supervision.

2. SUPERVISORY RESPONSIBILITIES

N/A

3. PHYSICAL DEMANDS AND WORKING CONDITIONS

- Frequently required to stand, walk, talk, hear, sit, and balance.
- Ability to regularly use hands to handle, feel, or operate objects, tools, controls or keys and to reach with hands and arms.
- Frequently must lift, move and carry up to five (5) pounds and occasionally up to ten (10) pounds.

4. ESSENTIAL FUNCTIONS

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

- Effectively triage calls, screens and classifies problem, transmits messages and dispatches patrol, fire and first aid units.
- Efficiently obtains pertinent information and relays information to responding units.
- Maintains integrity of data. Records information in computer database and ensures the accuracy of such information.
- Provides routine assistance to citizens supplying information or directing them to the proper authority.
- Maintains situational awareness. Monitors field units and remains familiar with the location of each unit handling call.
- Assists in the coordination of services as requested by field officer, i.e., wreckers, utility work crews, other departmental personnel, etc.
- Operates computer terminals, searches files, updates records, sends messages to other jurisdictions and obtains information requested by patrol and investigative units.
- Checks for teletypes and faxes.
- Check in crossing guards to ensure they will be at their assigned posts.
- Operates video display terminals.
- Utilize 2-way radio system.
- Performs related tasks as required.

5. KNOWLEDGE, SKILLS AND ABILITIES

- Thorough knowledge of the methods of operating various communications systems; 911 systems, radios, computers, alarms, telephones, etc.
- Thorough knowledge of mutual aid policies and agreements.
- Thorough knowledge of radio and telecommunication procedures.
- Thorough knowledge of the geography of the township and location of important buildings.
- Knowledge of emergency 911 dispatch operations.
- Working knowledge of office computer use and the ability to learn new software.
- Ability to speak distinctly.
- Ability to deal with the public under stressful conditions.
- Ability to operate communication consoles.
- Ability to acquire and relay information timely and accurately.
- Ability to prepare and maintain accurate detailed records.
- Ability to handle multiple competing situations simultaneously.
- Ability to remain calm under pressure.
- Ability to be detailed and accurate.
- Ability to type accurately and with sufficient speed to get the work done in a timely manner.
- Ability and desire to contribute to team efforts.
- Ability to multi-task and to organize and to perform work independently.
- Ability to read, write, speak, understand and communicate in English sufficiently to perform the duties of the position.
- Ability to maintain effective positive working relationships with supervisors, co-workers, officials, and the general public.

6. **EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS**

Education/Experience: Any combination of education and experience equivalent to graduation from high school. Will train, but prefer at least one year of desk experience.

Licensing &/or Certifications:

- Prefer Basic Tele-communicator (BTC) certifications, including 911. Certification should be NJ OETS approved but will consider other credentials and/or relevant factors.
- Must successfully complete training as full access user for the National Crime Information Center (NCIC) and Incident Command 100 Level.

Special Requirements: Must successfully pass criminal and personal background checks.

7. **ACKNOWLEDGEMENT**

The above statements are intended to describe the general nature and level of work being performed. They are not intended to constitute an exhaustive list of all responsibilities, duties, and skills required of employees classified in this job.

I have reviewed and understand the above Job Description.

Employee Name (Please Print)

Employee Signature

Date