

Job Descriptions for Lincoln Police Department Lincoln, NH

Dispatcher

Summary

The Dispatcher performs public safety communications tasks in technical and operations duty areas specific to the position.

The Dispatcher operates the communications teletype, computers, the communications telephone system, a TDD, and office equipment, maintains a teletype log, a radio log, , dispatches calls for service to Officers and support units.

The most important and essential job function of the position is attitude and includes the following: getting along with co-workers, cooperating with co-workers, responding politely to customers, working as a team member, functioning under intense time pressure and responding in a positive manner to supervision.

The member may perform other related duties and tasks, as required and shall have the physical, mental and emotional abilities to perform the essential job duties of the position.

Education

High School or GED

Two year College Degree Preferred

Four Year College Degree Preferred

Required Education, Professional Certification or License:

NCIC operator certification by NH State Police

Required Professional Experience:

Demonstrated proficiency of keyboarding 25 wpm with no more than 5 errors

Status Civilian Sworn Certified

Blood and Viral Pathogen Risk

No Risk Moderate Risk Foreseeable Exposure

Environmental Conditions

Indoor high stress position

Required Skills and Knowledge

Knowledge of other agencies	Ability to accomplish more than one task at once
Knowledge of Lincoln Police General Orders	Ability to operate office equipment
Knowledge of privacy act	Ability to concentrate under stress
Knowledge of resources	Ability to read and write English
Knowledge of document contents	Ability to communicate verbally
Knowledge of geographical area	Interpersonal skills
Knowledge of filing system	Organizational skills
Basic knowledge of NH RSA's and Town ordinances	Analytical skills
Knowledge of Criminal Justice System	Computer skills
Knowledge of TDD system	Keyboarding skills
Knowledge of location of logs and books	Telephone skills
Knowledge of radio communications codes and signals and Unit identifications	

Physical Requirements

Bend/squat	Speak English understandably
Lift 30 lbs.	Manual dexterity
Walk	Recognize colors
Sit for long periods	Ambulate independently
See at a normal range or with accommodation	Reach
Hear at a normal range or with accommodation	Mental alertness

Essential Duties

Technical	
Operate communications teletype	Operate telephone system
Dispatch call	Operate telephone device for the deaf (TDD)
Operate computer	Operate office equipment
Operations	
Maintain teletype log	Maintain professional training
Maintain radio log	