

THE CITY OF FITCHBURG

POSITION DESCRIPTION

TITLE: CIVILIAN POLICE DISPATCHER

SUPERVISOR: CHIEF OF POLICE OR DESIGNEE

SALARY: \$14.93 per hour

RESPONSIBILITIES: Responsible for receiving and processing all oral communications and written communications by the public and law enforcement personnel at Police Headquarters; primary responsibility for the initial deployment of law enforcement personnel and equipment; receive, transmit information accurately and rapidly via communications equipment; maintain accurate records.

DUTIES:

1. Receive, record, and process all incoming oral communications through the dispatching system. Process initial complaint inquiries received via telephone or made by a citizen at the Fitchburg Police Station.
2. Dispatch personnel according to department regulations and priorities. Report out of service police vehicles to the Officer-In-Charge.
3. Respond to all complaints, speak, and behave in a respectful, calm, clear, and courteous manner when addressing the public and department members.
4. Utilizing emergency procedures to be capable of activating and dispatching personnel immediately to the field.
5. Maintain two-way communications with all personnel dispatched in the field. Periodically announce call letters issued by the FCC.

6. Maintain equipment, especially the emergency call lines. Immediately report any malfunction or defect to the Officer-In-Charge.
7. Be knowledgeable of the location and lay-out of streets, buildings, parks, housing projects and other significant areas to maximize the accuracy and speed of dispatches. Working knowledge of the area's geography.
8. Thorough knowledge of Police Department procedures relating to the use of radio and other communications equipment.
9. Type and process forms, complaints, and reports as appropriate.
10. Preserve communications that are privileged and confidential.
11. All other duties as assigned.

QUALIFICATIONS:

1. Be a minimum of eighteen (18) years of age.
2. Minimum educational requirement of a High School Diploma or GED with a higher education degree being preferred.
3. Type/word process accurately an average of twenty-five (25) WPM and be computer literate. Be able to successfully pass a typing/word processing test.
4. Be available to work rotating shifts twenty-four (24) hours a day, seven (7) days a week; be "on-call" and available for work with an one (1) hour notification.
5. Ability to perform independently, exercise initiative and independent judgement. Express oneself clearly, concisely, orally and in writing with accurate spelling. Take accurate messages.

6. The ability to think and act promptly in emergencies while remaining calm. Read, interpret, and follow both oral and written instructions.
7. The ability to prioritize emergency calls.
8. Establish and maintain working relationships with all department personnel, telephone, radio contacts, and the public.
9. Ability to remain at a dispatch console for long periods of time. Work in a smoke-free atmosphere.
10. Maintain a high standard of ethical conduct.
11. Be Red Cross certified in CPR and First Aid, or provide proof of enrollment at the time of employment.
12. Pass an audio-based assessment examination with a minimum score of seventy (70) percent.

OPTIONAL:

The ability to orally communicate in a language(s) other than English so as to interpret incoming emergency calls from citizens.