

PUBLIC SAFETY DISPATCHER
Police Department

DEFINITION

Under the general supervision of the Dispatch Supervisor or the officer on-duty, respond to E911 and business calls to the combined Police/Fire Public Safety Communications Center; dispatch police, fire and EMT personnel; respond to burglar and fire alarms in accordance with established procedures; monitor police and fire radios, holding cell monitor, and outside perimeter cameras; maintain appropriate computerized and manual records; assist other departments as needed.

ESSENTIAL FUNCTIONS

- Answer multiple telephone lines at the Public Safety Communications Center; acquire information from citizens and other individuals requesting public safety services or assistance, including management of callers in stress; prioritize all calls for proper responses; respond to requests for information from citizens.
- Analyze information from multiple alarm systems, given signals, messages, codes and data, so that the information is properly interpreted in preparation for response.
- Monitor and respond to multiple public safety radio channels; relay information and data as required for resolution, referral, or response to an incident or service request. Assess the priority of service requests.
- Prepare data for dispatch or referral by evaluating, categorizing, formatting and documenting the incident or service-related information.
- Dispatch public safety personnel and apparatus twenty-four hours per day; dispatch selected town service personnel, such as DPW employees, after normal business hours; serve as dispatch for Fire and Police mutual aid requests.
- Generate correct, complete and concise records of public safety service requests in accordance with policies and procedures.
- Maintain communication records; record information and enter data into computer information system.
- Assist police officers and shift supervisor with arrests and bookings through LEAP computer searches for outstanding warrants, suicide search, probation, out of state searches, license and registration searches and other related information; retrieve and print information for officers.
- Assist citizens at the station with a variety of issues, such as motor vehicle accident reports, fire arms applications, and giving out directions.
- Perform related duties as required.

MINIMUM QUALIFICATIONS

Skills, Knowledge and Abilities

- Ability to communicate clearly and concisely in person and by telephone.
- Ability to assist the public and maintain favorable public relations.
- Ability to make decisions and judgments based on training, procedures, manuals and common sense.
- Ability to maintain composure in stressful situations and to reassure distraught callers.
- Ability to follow written and verbal instructions, and complex procedures outlined in the Police and Fire Manuals, and LEAPS manual.
- Ability to remember and recall detailed information.
- Ability to listen well and discern information from citizens under duress and/or citizens who have some difficulty communicating in English.
- Ability to work well with others in a team environment.
- Knowledge of automated emergency dispatch systems and procedures; highly skilled in performing word processing, data entry and other computer applications with accuracy and reasonable speed.
- Ability to read, write and spell the English language.

Education and Experience

Duties require high school diploma; knowledge of automated emergency dispatch systems and procedures; 2-3 years of related experience; or any equivalent combination of education and experience.

SUPERVISORY RESPONSIBILITY

None.

PHYSICAL ELEMENTS

- Console/communications desk environment, subject to prolonged periods of sitting, continuous telephone and radio calls, interruptions and high noise level.
- Close eye-hand coordination and finger dexterity required to operate equipment.
- Urgent, emergency calls, emotional callers and short response deadlines produce recurring intervals of high stress.

POSTED October 1 – 9, 2003

FLSA Status: Non-exempt

Grade: D-1

Standard Work Week: 38.5 hours

Job Class Code: 5292

Risk Code: 7720