

**DISPATCHER****DEFINITION**

Under the direction of the Chief of Police and/or his designee, records telephone communications and receives and relays radio messages to various vehicles and to concerned personnel; performs related work as may be required.

**DUTIES & RESPONSIBILITIES**

- \* Relays information from the public to the respective areas of the police, fire, and OEM departments and ambulance corps
- \* Coordinates all emergency response vehicles (police, fire, OEM, ambulance) to a given scene
- \* Operates a radio at the control point of a radio communications system
- \* Transmits and receives communications essential to official activities in accordance with Federal Communications Commission regulations/policies; maintains confidentiality of security assignments
- \* Transmits and receives communications directly related to public safety and protection of life and/or property
- \* Receives complaints and information concerning problems that occur
- \* Deals appropriately with citizens, victims, and others who may physically arrive at police headquarters; provides directions to various local, county and state agencies as appropriate
- \* Maintains an accurate record of all incoming/outgoing communications
- \* Prepares and maintains records of calls for service via the computer aided dispatch system
- \* Maintains records and files

**DUTIES & RESPONSIBILITIES (continued)**

\* Utilizes various types of electronic and/or manual recording and information systems used by the agency, office, or related units

Performs clerical and data entry duties as assigned

**QUALIFICATIONS****Education, Experience and Licenses**

High School Diploma or GED required; Associates Degree or higher preferred

Two (2) years experience in Emergency radio dispatching or work involved in the operation of radio and telephone equipment

State-mandated classroom Emergency Telecommunications training courses: 40 hours 9-1-1 telecommunicator course, and cardiopulmonary resuscitation course

**Knowledge, Skills and Abilities**

Ability to read, write, speak, understand and communicate fluently in English required with ability to read and understand state, county, local rules, ordinances and procedures. Other communication skills such as a second language are also desirable.

Ability to work effectively and harmoniously with the Borough Administrator, other municipal officials, employees and the public

Ability to speak and understand Spanish a plus

Knowledge of Federal Communication Commission rules, regulations, and policies required to operate a short wave radio system

Working knowledge of all procedures and equipment pertaining to the Communications Operations

Be familiar with and maintain a continuous knowledge of directives, policies and procedures of the Patrol Division as well as other police department operations

**Knowledge, Skills and Abilities (continued)**

Familiarity with all agencies served by or connected with the Communications functions

Familiarity with the following equipment: NCIC Computer, Morris Interoperable Radio System (MIRS), police radios, fire department radios, Madison Ambulance Corps radios, Department of Public Works radios, State Police Emergency Network (4 channels), Jail Cell monitoring audio and video systems, alarm panel, radios and telephone recording and playback system, Telecommunication Device for the Deaf, 9-1-1, fax machines, network computers and printers, pan/tilt/zoom security camera system

Knowledge of the operation of radio and telephone equipment

Ability to multi-task

Ability to understand, remember, and carry out oral and written directions

Ability to recognize and report situations/conditions which are potentially dangerous

Ability to remain calm and decisive in emergency situations

Ability to perform repetitive operations including answering inquiries without loss of equanimity, patience, or courtesy

Ability to operate telephone and radio equipment in a department communications program

Ability to organize assigned telephone and radio dispatching work and develop effective work methods

Ability to learn quickly from written or oral explanations and demonstrations

Ability to write accurate, comprehensive reports

**Knowledge, Skills and Abilities (continued)**

Ability to work effectively with associates, superiors, and others

Ability to cooperate with supervisory officers to ensure that calls are sent accurately and promptly

Ability to maintain records and files

Ability to learn to utilize various types of electronic and/or manual recording and information systems used by the agency, office, or related units

Desire to be helpful with all individuals regardless of demeanor

Ability to think clearly and act promptly in emergencies and under pressure

Ability to speak clearly and distinctly at all times; ability to reduce rambling and disconnected information into concise and accurate messages

An inquiring mind, desire to learn, and desire to do a good job

Thorough knowledge of the geography of the jurisdiction covered by this agency, as well as information about public officials, courts, fire and ambulance services, wrecker services, and other public agencies

Recognition of the importance of the job

Ability to treat all persons with courtesy and respect

Predisposition towards communications work

Ability to use standard office equipment (computers, printers, fax machines, copiers, etc.)

Knowledge of computer software including but not limited to Microsoft Outlook, Word, Excel; in some instances Access and PowerPoint

Persons with mental or physical disabilities are eligible as long as they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.

\* Essential job function

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.