

POLICE DISPATCHER JOB DESCRIPTION

GENERAL DESCRIPTION OF RESPONSIBILITIES – Receives and transmits emergency and administrative messages over a combined police, fire and medical communications systems.

EXAMPLES OF DUTIES –

- Plans, organizes and performs work according to standardized procedures.
- Receives telephone, radio calls and mechanical alarm signals for police, fire or medical emergency services.
- Enters information into Computer Aided Dispatch system (CAD).
- Retrieves information for dispatch from CAD System.
- Dispatches police vehicles by radio, receives and transmits orders and instructions using appropriate code language to police officers at the scene of an emergency.
- Coordinates with Patrol Sergeant, dispatching of back-up units.
- Coordinates radio communication with State Police and other local Police Departments as needed.
- Receives fire emergency calls, or fire security system signal, sounds alarm and monitors equipment responding by radio.
- Dispatches police vehicle to emergency medical calls, notifies ambulance service to respond as needed.
- Uses computer terminal to input, retrieve and transmit information from National Crime Information System.
- Receives and transmits information from state motor vehicle files to patrol officers.
- Receives and transmits calls to Canine Control Officers.
- Reports major criminal or emergency calls to Chief of Police or Officer in Charge.
- Enters data into computer system for records keeping.
- Retrieves data from computer system and assists in preparation of court information files and case incident reports and prepares files and records.
- Maintains daily log, wrecker rotation log and security systems files.
- Responds to after-hour informational calls for town departments.
- Tests and performs minor maintenance on equipment.
- Reports equipment failure to supervisor.
- Monitors prisoner cells by internal television system.
- Performs related administrative-clerical duties as required.

SUPERVISION RECEIVED - Works under the general supervision of the Chief of Police or his designee. Direct supervision will be performed by the sworn officer who was working in the communication room or the shift commander.

MINIMUM QUALIFICATIONS, KNOWLEDGE, SKILLS AND ABILITIES – Technical skills and knowledge acquired from prior communications experience or on-the-job training. Ability to verbally communicate effectively under stressful conditions. Ability to type. Ability to operate CAD system, and basic computer system.

EDUCATION, EXPERIENCE AND TRAINING – Graduation from High School or its equivalent. Prior communications and dispatching experience desirable. Knowledge of Public Safety operations desirable.

SPECIAL REQUIREMENTS – a written, practical and oral examination will be required. A background investigation may be made on each of the final candidates.

PROBATIONARY PERIOD – As per the collective bargaining agreement between the City and the Shelton Admin-Clerical Union. Six (6) months.

HOURLY RATE – Job Classification D, CBA Appendix A and B