

**Town of Derry, New Hampshire
Position Description**

Position Title: **Dispatcher**

Department: Police

Reports To: Shift Commander

Date: October 2021

Compensation: AFSCME Grade F

GENERAL SUMMARY:

Under general supervision of Shift Commander, responsible for monitoring the radio system to ensure the safety of the officers who are working and assigning them to calls to assist the public. Also serves as daily record keeper, maintaining reports of the daily functions of the department.

ESSENTIAL JOB FUNCTIONS:*

- Monitors the radio system; ensures the safety of all officers on shift.
- Answers all 911 emergency calls.
- Answers all incoming calls during non-business hours.
- Dispatches officers to all requests for assistance; accurately responds to officer requests for information on citizens.
- Responds to inquiries and questions from the public.
- Maintains daily log of activities including towing record requests, pertinent information regarding officer activity, and other related information.
- Provides information to local and State agencies that contact department.
- Assists members of the department with requests for information.

OTHER DUTIES AND RESPONSIBILITIES:

- Presents a professional image for the department.
- Promotes and maintains positive community relations.
- Performs other related duties as required.

SKILLS/EXPERIENCE/TRAINING REQUIRED:

- Duties require knowledge of radio transmission or computer skills equivalent to completion of high school diploma and one to two years of related experience, or equivalent combination of education and experience.
- Ability to learn local and State laws and ordinances as required.
- Ability to learn the Town's geographic areas.
- Ability to assimilate a multitude of unrelated information and activities at once and identify possible emergency contingencies.

SKILLS/EXPERIENCE/TRAINING REQUIRED: (continued)

- Ability to detect the scope and magnitude of an emergency and to think and act quickly, calmly, and accurately.
- Ability to utilize multiple software platforms simultaneously (radio system, GPS system, etc).
- Ability to speak concisely and distinctly.
- Ability to maintain required records.
- Ability to establish and maintain effective working relationships with others.
- Ability to maintain the confidentiality of sensitive information.
- Ability to obtain and maintain SPOTS certification.
- Ability to obtain Criminal Justice Information Systems (CJIS) security clearance.

SUPERVISORY RESPONSIBILITY:

This job has no supervisory responsibilities.

WORKING CONDITIONS/PHYSICAL DEMANDS:

- Console/communications desk environment, subject to continuous telephone and radio calls and interruptions and high noise level.
- Extended periods at terminal, on telephone, or operating other office machines, requiring eye-hand coordination and finger dexterity.
- Urgent, emergency calls, emotional callers, and short response deadlines produce recurring intervals of high stress.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

***External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**