

TOWN OF MANCHESTER

POSITION GUIDE

Title: Public Safety Dispatcher
Department: Police
Reports To: Superintendent of Communications

NATURE OF WORK

Under minimum supervision is responsible for the public and police safety and relevant dispatch and direction necessary to maintain optimum safety levels, speed and accuracy of response time. Serves as the first line of contact for police (local and state) detective bureau, fire and medical. Operates within the guidelines of General Orders, EMS protocol, national accredited specifications and special orders.

ESSENTIAL JOB FUNCTIONS

Receives telephone calls for police, fire and medical service priorities and routes to proper personnel.

Transmits and receives radio frequencies. Monitors scanner citizen band radio, burglar and fire alarm panel, and Gamewell fire box alarm system.

Enters and retrieves information on various computer systems.

Monitors audio/video cameras for cell block areas, booking, sallyport area, and electronic security system.

Types court transmittals, information sheets and other forms and reports, copy case reports and warrants for court and other information as necessary. Maintains and changes daily recording tapes.

OTHER JOB FUNCTIONS

Maintains logs and files and makes arrangements for repair as necessary. Tests all operating equipment and reports malfunctions. Performs routine maintenance and brings equipment to operational mode.

Performs CPR instructions on telephone if necessary.

Handles specific tasks related to school crossing guards and the bus company.

Keeps informed of latest technical developments in the area.

Performs other duties as required.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of public safety as it relates to police, fire, medical and dispatch.

Public Safety Dispatcher Continued

Must have the ability to operate computer, typewriter, radio, telephone, deaf phone, printer, fax machine, and other machines.

Knowledge of monitoring alarm systems, electronic control panels, scanner, CB radio, DVP programmer, fire box alarm and intercoms.

Ability to speak clearly and react quickly, calmly and accurately in emergency circumstances.

Ability to assume ultimate responsibility for tasks.

Must have good interpersonal skills exercising tact to avoid friction.

Ability to handle pressure situations/emotional callers. Ability to receive and maintain a CPR certification.

Ability to establish and maintain effective working relationships with other employees and with the public.

PHYSICAL AND MENTAL EFFORT/ENVIRONMENTAL AND WORKING CONDITIONS

Must be mobile and able to perform simple manipulative tasks as writing, using a keyboard, pushing, pulling light objects. Must be able to sit for prolonged periods.

Must be able to see objects closely, as in typing, reading a report, using a computer, monitoring video display screens. Must be able to hear normal sounds with background noise, as in answering a telephone, distinguish sound as voice patterns and communicate through human speech.

Must be able to concentrate on fine detail with constant interruption; attend to task for more than 60 minutes at a time, and remember multiple assignments given to self or others over long periods of time. Must be able to understand and relate to the theories behind several related concepts.

Ability to get along with co-workers, supervisors, customers and the public at large.

May be exposed to dust, sudden fluctuations in temperature, unpleasant noises, and electromagnetic radiation as in computer screens.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school or equivalent plus one (1) year of experience in operating communication or switchboard equipment. Medical Response Technician (MRT), Emergency Medical Technician (EMT) and Cardiac Pulmonary Resuscitation (CRP) certifications are preferred.

THE ABOVE DESCRIPTION IS ILLUSTRATIVE. IT IS INTENDED AS A GUIDE FOR PERSONNEL ACTIONS AND MUST NOT BE TAKEN AS A COMPLETE ITEMIZATION OF ALL FACETS OF ANY JOB.