

TOWN OF NORTHBOROUGH
JOB DESCRIPTION

JOB TITLE:	Dispatcher	DATE:	March 2005
DEPARTMENT:	Police	GRADE:	Contract
REPORTS TO:	Supervisor of Communications and Records		

SUMMARY

Responsible for receiving routine and emergency telephone calls for police, fire and emergency medical services, assigning and dispatching radio calls and maintaining incident logs of calls.

ESSENTIAL FUNCTIONS

Receive routine and emergency telephone calls for information and police/fire/emergency medical services on multiple incoming telephone lines. Seek supervisory assistance when required.

Classify incoming calls as to degree of urgency, determine which unit(s) to assign and dispatch radio calls to police, fire and ambulance.

Maintain incident logs of calls.

May require giving emergency first-aid instructions over the telephone.

Provide general information to the general public who make direct inquiries.

Monitor multiple radio frequencies and communicate with other police officers and fire personnel from mutual aid communities.

Monitor performance of communications equipment. Report malfunctions to Communications Supervisor.

SECONDARY RESPONSIBILITIES

- Perform a variety of clerical duties such as: filing reports, data entry (e.g, maintaining databases, etc.)
- Participate in continuing training and instruction programs through individual study of technical material and attendance at scheduled classes.

DISPATCHER – LEAD

Performs all of the above functions and responsibilities as well as the additional essential functions listed below:

Record crime statistics into state and federal databases.

Lead activities include responsibility for conducting new employee orientation, and providing training.

Performs other position-related duties, as assigned.

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QUALIFICATIONS

Minimum Training and Experience

Requires a minimum of a high school diploma or GED certificate and some work experience in order to possess the level of maturity necessary to perform the position (even though related experience is not necessary).

Minimum Knowledge, Skills and Abilities

Must be CORI (Criminal Offender Record Information) certified by the State to process criminal offender records

Requires excellent verbal communication skills. Must be able to take rapid and accurate notes and to organize notes into a log format. Must have good memory to recall names, street addresses, vehicle license numbers and radio code signals.

Must be able to operate multi-line telephones, multi-frequency radio transmitter and receiver, word processing and database software.

Must be able to multi-task and work effectively in a high stress environment and under situations that can create emotional stress. Must respond to calls in a calm and professional manner.

Requires certification in CPR, First Responder, and Suicide Prevention within reasonable time period after hire.

Knowledge Proficiency

In order to be considered proficient in this position, the employee must demonstrate:

- proficiency in CPR, First Responder, and Suicide Prevention. Must be capable of giving directions over the telephone on administering emergency first aid or performing cardiopulmonary resuscitation,
- proficiency in department's specific software applications and databases,
- solid understanding of Town geography, streets and numbering system,
- basic understanding of Town operations/basic knowledge of the functions and operations of other Town departments, with working knowledge of the Police and Fire departments.

Tools and Equipment Used

The employee is required to use a personal computer and general office equipment, as well as a multiple incoming telephone lines, and radio transmitter and receiver.

Physical Demands

The physical demands listed are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job. Must be able to communicate clearly and concisely, orally and in writing.

While performing the duties of this job, the employee is frequently required to talk, hear, and sit. Occasionally the employee is required to stand, walk, reach, and lift/carry items typically less than 10 lbs.

The position requires good vision to read detailed reports and print outs, as well as the ability to distinguish color to identify emergency and non-emergency calls; and good hearing for telephone and radio dispatch. Use

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of the personal computer, telephone, and radio requires manual dexterity in combination with eye-hand coordination.

Work Environment

The work environment characteristics described here are representative of those that the employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job. Work is performed in an office setting with foot traffic and occasional exposure to prolonged periods of loud noise. Dispatch work is performed under potentially stressful conditions.