

POSITION: EMERGENCY TELECOMMUNICATIONS DISPATCHER
LEVEL: GRADE 8 \$13.67hr - \$19.93hr
DEPARTMENT: POLICE

FUNCTION: Perform the duties of Emergency Telecommunications Dispatcher and its related work as assigned by the Chief.

SUPERVISION RECEIVED: Works under the general supervision of the Chief.

SUPERVISION EXERCISED: None.

RESPONSIBILITIES: Receive and process calls for assistance from various sources. Establish effective communication with the person(s) requesting assistance using the appropriate hardware identifying the information necessary for dispatching an effective emergency response. It shall be the duty and responsibility of the Emergency Telecommunications Dispatcher to:

Answer telephone calls promptly and courteously, and expeditiously route calls to their proper destination.

Dispatch immediately such patrol cars, ambulances, fire apparatus, rescue squads or other personnel and equipment as may be needed to handle all complaints and requests for assistance.

Display a calm, articulate, polite and concise manner when broadcasting. Refrain from the use of an angry or impatient tone of voice while broadcasting.

Alert personnel responding to hazardous calls with such information relating to the nature of the call, as will enable them to take suitable precautions, and shall so advise personnel when such information is not available. Keep them informed as other information is made available.

Promptly acknowledge all radio messages and take appropriate action.

Acquire a thorough knowledge of the location and layout of streets, building, parks, housing projects and significant areas of the community to maximize time, accuracy and speed of dispatches.

Conduct all radio operations in accordance with Federal Communications Commission (FCC) procedures and requirements.

Be especially alert to the signals received on electric protection alarm devices in the communications console area and initiate necessary action thereon.

Remain at the communications desk at all times while on duty unless relieved by an authorized individual and not allow anyone to use the communications equipment unless authorized by a competent authority.

Be thoroughly familiar with and activate all emergency procedures relating to holdups, alarms, fires,

medical aid or other matters requiring urgent attention.

Monitor the status of all units displayed on the CAD (Computer Aided Dispatching) status screens to determine their availability to respond to calls for service. At all times be aware of the assignments of all units.

Immediately notify appropriate authority regarding any unusual occurrence or situation that may adversely affect the delivery of emergency services or any services required of the dispatch center.

Make all appropriate entries, deletions and inquiries into the computer system.

Conduct wanted checks on all department and computer files to include Q1 and WMS (Warrant Management System) systems upon request by any authorized person or agency.

Record all police and private tows in the tows file.

Become thoroughly familiar with all the various pieces of equipment within the Communications Unit and immediately initiate action when they need repairs.

Exercise care in the operation of the unit and the use of all equipment, supplies and utilities.

Acquire and/or maintain such computer skills necessary for the proper performance of dispatch and record keeping duties.

Conduct testing of emergency systems and make minor repairs as training allows.

Maintain accuracy in the recording of information of activity related to the delivery of emergency or other services required of the dispatch center.

Be thoroughly familiar with, and strictly adhere to, all policies, procedures, rules, regulations and laws regulating the duties.

Will not divulge, or permit any personnel to divulge, any information relative to any matter or person, without the permission of appropriate authority in accordance with the provisions of all applicable policies, procedures, rules, regulations and laws.

Perform such other related duties as may be assigned by appropriate authority.

Be knowledgeable and comply with all policies and procedures pertaining to the duties of the dispatch center.

Maintain records of all incoming calls and dispatches through CAD (Computer Aided Dispatching).

Maintain various logs, reports and audio tape recorder.

Responsible for keeping all certifications up to date. (911; APCO (Association of Public Safety

Communications Officials); EMD (Emergency Medical Dispatching); LEAPS (Law Enforcement Agencies Processing Systems).

MINIMUM QUALIFICATIONS AND ENTRANCE REQUIREMENTS: High school graduate or equivalent. Ability to speak clearly and distinctly in English with basic verbal and written communications skills. Basic knowledge of the principles involved in the operation of radio telephone, computers and related communication equipment. **Ability to accurately pass a standardized typing test, scoring no less than a minimum rate of 30 words per minute.** Preference will be given to applicants who have certification on NCC/LEAPS (National Communications Center/Law Enforcement Agencies Processing Systems) computer, Telecommunication certification, CPR (Cardio Pulmonary Resuscitation) and EMD (Emergency Medical Dispatching). Ability to communicate clearly and concisely under emergency conditions orally and in writing. Must have the ability to learn city street locations and read maps. Ability to understand complex and written instructions and procedures. **Must pass an in-depth police background check.** The ability to sit during prolonged periods of inactivity interrupted by periods of intense activity. Ability to maintain one's composure and to act calmly and decisively under pressure of emergency situations. Ability to maintain records neatly and accurately. Ability to handle highly confidential and sensitive information with discretion and good judgment. **New Bedford has a residency requirement.**

EXPERIENCE: One to three years' experience in: general office procedures, dealing with the public, computer knowledge, public safety, beneficial but not necessary.

WORK SCHEDULE: 37.5 hours per week, ½- hour lunch break; rotating shift, four days on/two days off.

8:00 AM – 4:00 PM
4:00 PM – 12:00 AM
12:00 AM – 8:00 AM

INDEPENDENT ACTION: Function independently within broad scope of established procedures; generally refer specific problems to supervisor only where clarification of procedures may be required.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, and talk or hear. The employee is frequently required to use hands to finger, handle, feel or operate objects, tools or controls; and reach with hands and arms. The employee is occasionally required to walk.

The employee must occasionally lift and/or move up to ten pounds. Specific vision abilities required by this job include close vision, color vision and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee works inside.

SELECTION GUIDELINES: Formal application; rating of education and experience; oral interview and reference check; job-related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.