

DISPATCHER - COMMUNICATIONS DEPARTMENT

PRIMARY PURPOSE

The Communications Dispatcher performs responsible, administrative and technical work dispatching police, fire, and emergency medical services and providing information; other related work, as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions or duties listed below are illustrations of the various types of work 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.

Answer incoming calls and requests for service; receive pertinent information and provide assistance or make referrals; receive requests for routine, public safety and emergency services; dispatch appropriate personnel to calls, as required; coordinate back-up support activities via radio; determine priorities among calls for service; monitor the radio system; perform registration, license and criminal checks.

Operate NCIC/LEAPS computer terminal to obtain or input information on persons, property, and vehicles in nationwide law enforcement network for officers and administrators.

Perform similar or related work as required, or as situation dictates.

SUPERVISION

Works under the general direction of the Director of Communications, according to established policies, procedures and command protocols. A variety of complex and diverse dispatching and administrative functions are performed in accordance with established standard operating procedures; independent judgment is necessary to determine the correct response to calls and dispatch all necessary personnel and equipment.

WORK ENVIRONMENT

The employee operates a computer, radio, telephone, dispatching and radio equipment, and alarm systems; operates NCIC/LEAPS computer terminal and standard office equipment.

Performance of duties requires ongoing contact with the general public requiring excellent customer service skills, and with town departments and emergency personnel.

The employee has access to highly confidential and sensitive information.

Errors could result injuries to the public, delay or loss of service and legal repercussions.

Work is performed with moderate to loud noise levels; position can involve stressful situations.

RECOMMENDED MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

Town of Dalton - Regular Dispatcher updated March 2019

High school diploma; one year dispatcher experience; or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

E-9-1-1 certification, Emergency Medical Dispatch certification, CPR certification, NCIC/LEAPS Certification,

KNOWLEDGE, ABILITY AND SKILL

Knowledge of rules, regulations, orders, policies and procedures related to emergency operations; working knowledge of computers and electronic data processing; familiarity with the town bylaws; knowledge of the geography of the town(s).

Ability to learn communications systems techniques; ability to handle emergency situations calmly, promptly and efficiently, while under stress and think clearly in a crisis situation; ability to obtain essential information from callers; ability to read, write and speak English clearly and give clear directions over the radio and telephone; ability to attend to a number of details occurring simultaneously and work with accuracy.

Excellent communication skills; supervisory skills; typing and computer skills; skill in the operation of communications equipment.

PHYSICAL REQUIREMENTS

Minimal physical effort is generally required; required to operate a keyboard and sit at the computer and dispatching equipment for long periods of time, and operate dispatching and other related emergency equipment at efficient speed. While performing duties, the employee is required to stand, walk, sit, speak and hear and use hands to operate equipment. Must be able to hear well on the radio and telephone. Vision requirements include the ability to read and analyze documents and use a computer.

This 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.