

TOWN OF SHARON

JOB DESCRIPTION

Title of Position: Dispatcher

Department/Appointing Authority: Police Department

Date: November 3, 2010

Originator: Joseph Bernstein

Personnel Board Use Only

Classification:

Effective Date of Classification: Unknown

Classification Authority: ☐ Personnel Board ☒ Collective Bargaining

1. Summary Description

Provides rapid response to public requests for police and emergency services through general and 911 calls and performs a variety of monitoring and documentation activities in support and aid to the department.

2. Essential Functions

The essential functions or duties listed below 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.

Dispatches safety, service, and other appropriate personnel to calls as may be required in response to E-9-1-1 calls and regular calls to Police Department; provides verbal support to caller as necessary, e.g., guidance in medical emergencies (CPR); maintains constant and diligent monitoring of the radio system in order to dispatch personnel and keep them fully informed of all facts affecting the safety or efficacy of their response to the call; coordinates back-up support activities via radio.

Receives and records telephone calls and requests for service or information coming into the Police Department; prioritizes calls for service. The individual must have the ability and patience to elicit needed information from any caller including children, or injured or incapacitated persons.

Maintains police incident reporting on computer aided dispatching systems. Maintains accurate, detailed records, logs and other pertinent information.

Keeps supervisory personnel aware of priority calls and equipment status. Enters relevant information into the LEAPS computer system, i.e., missing persons, articles, vehicles, etc.; retrieves various LEAPS information for police officers as requested.

Communicates via telephone or radio with other agencies, such as utility companies, alarm services, ambulance companies, town and State highway departments, animal control officers, towing agencies, courts, bail commissioners, hospitals, water departments, etc.

Maintains equipment and especially emergency call lines in excellent working order and immediately reports any malfunctions or defects to the officer in charge. Monitors all radio frequencies in the communications center; ascertains that all radio equipment is properly functioning and reports any breakdown or defects immediately to the Shift Commander; performs computer backups.

Answers inquiries from, and provides information to, the public concerning such things as directions, special events, municipal services, etc.; directs the public to appropriate sources of information and appropriate personnel.

Maintains all certifications, licenses and professional associations in order to keep abreast of current dispatching procedures.

Monitors the lock-up via the in house cell monitoring system.

Operates computer, both Criminal Justice Information System and Computer Aided Dispatch System; operates all dispatching equipment, including teletype writer, two-way radio equipment, police scanner; and operates standard office equipment.

Minimal physical effort generally required although the individual may occasionally be required to lift objects weighing up to 30 pounds.

In performing these functions, the individual:

- * Makes frequent contact with other town departments, state and federal offices and officials, utility and alarm companies, and the general public, requiring excellent customer service skills.
- * Has access to confidential criminal investigations and records.

Errors could be costly in terms of regard to loss and damage of life and property and may result in legal and financial repercussions.

3. Supervision

None

4. Reporting Structure

Works under the general supervision of the Shift Commander in accordance with established standard operating procedures. Uses independent judgment to determine the correct response to calls and in dispatching all necessary personnel and equipment

5. Physical Environment

Work is performed under police station conditions; position involves frequent stressful situations. Work environment is moderately noisy.

6. Education/Basic Knowledge

High school diploma plus related specialized course work and training.

The individual must have or acquire:

- * a working knowledge of the layout of the town as well as local businesses and landmarks.
- * familiarity with related rules, regulations orders, policies and procedures.
- * a working knowledge of computers and electronic data processing.
- * a good understanding of the emergency operations

Additional Special Requirements

Certification in LEAPS.

Certified in Enhanced 9-1-1 systems through the Commonwealth of Massachusetts.

Certification in Basic First Aid and CPR desirable.

7. Experience

One to two years relevant experience.

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.