

Job Description



Emergency Telecommunications Dispatcher

40 Hours | POS#

Direct Report	Police Sergeant	Grade	Gr-K \$23.63hr - \$32.99hr
Department	Police Department	FLSA	Non-Exempt
Division	Dispatch Office	Bargaining Unit	Union
Date	July 2024	Location	Police Headquarters

Homeland Security Emergency Status: Essential
Safety Classification: Safety Position

Summary

This position provides emergency dispatch services in response to 911 calls and performs other duties as assigned.

Supervisory Responsibilities

Supervision Scope: This position exercises no supervisory duties.

Supervision Received: Works under the direction of the designated Police Sergeant.

Supervision Given: This position has no formal supervisory responsibilities.

Essential Function

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Receives and process calls for assistance from various sources.
2. Establishes effective communication with the person(s) requesting assistance using the appropriate hardware and identifying necessary information for dispatching an effective emergency response.
3. Answers telephone calls promptly and courteously; expeditiously routes calls to their proper destination.
4. Dispatches patrol cars, ambulances, fire apparatus, rescue squads or other personnel and equipment may be needed to handle all complaints and requests for assistance.
5. Gives pre-arrival instructions and direction to caller as needed
6. Alerts personnel responding to hazardous calls with information relating to the nature of the call to enable them to take suitable precautions; updates responding personnel as additional information is available.
7. Promptly acknowledges all radio messages and takes appropriate action
8. Conducts all radio operations in accordance with Federal Communications Commission (FCC) procedures and requirements.
9. Pays particular attention to the signals received on electric protection alarm devices in the communications console area and initiates necessary action.
10. Monitors the status of all units displayed on the CAD (Computer Aided Dispatching) status screens to determine their availability to respond to calls for service; remains aware of the assignments of all units at all times.
11. Monitors the ShotSpotter program.
12. Searches databases to support officers and firefighters working in the field.
13. Notifies appropriate authority immediately regarding any unusual occurrence or situation that may adversely affect the delivery of emergency services, or any services required of the Dispatch Center.

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14. Makes all appropriate entries, deletions, and inquiries into the computer system; conducts 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.
15. Records all police and private tows in the tow's file.
16. Initiates action when any of the Communications Unit equipment needs repair.
17. Conducts testing of emergency systems and makes minor repairs as needed.
18. Maintains accuracy in the recording of information related to the delivery of emergency or other services required of the Dispatch Center.
19. Maintains records of all incoming calls and dispatches through CAD; maintains various logs, reports, and audio tape recorder.
20. Responsible for training new employees.
21. Provides effective and efficient customer service and promotes and maintains responsive community and working relations.
22. Performs related duties as assigned.

This position is deemed essential critical personnel and must report to work during emergency situations.

The job duties listed herein are neither exclusive nor limited to but are intended to be illustrative of the types of tasks the employee will most likely be expected to perform on a regular basis. The employee may be asked to perform different or additional tasks other than the ones listed here, as the needs of the employer and/or the requirements of the position change.

Competencies

Leadership	Regulatory Knowledge	Thoroughness & Attention to Detail
Communication Proficiency	Problem Solving	Organizational Skills
Independent Judgement	Reporting Proficiency	Critical Thinking

Minimum Qualifications

- Graduation from high school or GED equivalent.
- Additional technical training,
- Any equivalent combination of education and experience.

Special Requirements

- Subject to mandatory CORI (Criminal Offender Record Investigation)

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Required Skills and Abilities

- Department policies and procedures and applicable rules, regulations and laws related to emergency dispatch.
- Location and layout of streets, buildings, parks, housing projects and other significant areas of the City.
- Emergency procedures relating to holdups, alarms, fires, medical aid, and other matters requiring urgent attention.
- The use and operation of all Communications Unit equipment, including computers and related software and other office equipment.
- Ability to communicate clearly and concisely under emergency conditions both orally and in writing.
- Accurately pass a standardized typing test; minimum of 30 words per minute.
- Understand complex oral and written instructions and procedures.
- Multi-task.
- Work independently with minimal supervision and within established procedures.
- Maintain composure and act calmly, quickly, and decisively under pressure of emergency situations.
- Handle highly confidential and sensitive information with discretion and good judgment; maintain confidentiality.
- Maintain neat and accurate records.
- Learn City street locations and read maps.
- Sit for prolonged periods of inactivity interrupted by periods of intense activity.
- Establish and maintain effective working relationships with supervisors, coworkers, and the general public.
- Obtain certifications NCC/LEAPS; CPR/First Aid; Power phone; Next Gen9 911; CJIS Web.
- Oral and written communications.
- Customer service.
- The use of the telephone and dispatch equipment.
- Typing.

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.

Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment. Specific vision abilities required by this job include close vision, prolonged visual concentration, and the ability to adjust focus.

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

The employee is occasionally exposed to adverse and other unpleasant conditions, such as violence and stress.

The employee must occasionally lift and/or move up to 25 pounds.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice as needed by the City of New Bedford within the scope of departmental needs. The omission

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of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of the position.

Work Shifts

A-Relief	12:00 a.m. – 8:00 a.m.
B-Relief	8:00 a.m. – 4:00 p.m.
C-Relief	4:00 p.m. – 12:00 a.m.

Selection Process

Formal application; rating of education and experience; oral interview and reference checks; and some 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.