

DISPATCHER

Position Purpose:

The purpose of this position is to provide emergency and non-emergency dispatching and clerical work supporting the Town of South Berwick's public safety operations; provides dispatching services to other municipalities or agencies that have contracted with the Town of South Berwick for dispatch services. Work involves routine operation of radio equipment, typing, clerical work and the preparation of a wide variety of records. This includes typing communications and processing and maintaining records in connection with the efficient operation of the communications system and the Police department. An employee of this class is assigned to a specific shift and is responsible for assigned record keeping duties and keeping the immediate dispatch area in a neat and orderly fashion. The Dispatcher is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

Supervision:

Supervision Scope: Performs a variety of responsible dispatching and clerical functions in accordance with established standard operating procedures; uses independent judgment to analyze the facts or circumstances surrounding individual problems in situations not clearly defined by precedent or established procedures to determine the correct response to calls. An employee of this class must use discretion in carrying out duties and must be capable of exercising careful judgment in handling all emergencies.

Supervision Received: Works under the general direction of the Police Lieutenant or Sergeant; all unusual situations/problems are referred to supervisor. The position is subject to review and evaluation according to the Town's personnel plan.

Supervision Given: May train new dispatchers.

Job Environment:

Work is performed in a typical public safety dispatching setting; the noise level is moderate at times. The nature of dispatching work involves a high level of stress and emotional strain. May work during evenings and on weekends.

Operates telephone, teletype, microfiche, dispatching equipment, two-way radio equipment, various computers, facsimile machine, copier, typewriter, and other standard office and dispatching equipment.

Makes frequent contacts with the general public (via telephone or walk-ins), other town employees, utilities, towing companies and local businesses and representatives from the District Attorney's office, other municipalities and governmental agencies. Contacts are in writing, in person, by telephone, by radio, and involve an information exchange dialogue; in emergency situations, contacts require a sophisticated degree of persuasiveness to influence the behavior of others.

Has access to some confidential information concerning ongoing police activities/criminal investigations and personal information about citizens; the application of appropriate judgment, discretion and professional office protocols is required.

Errors could seriously endanger persons and property, cause significant confusion and delay of services, have legal and/or financial repercussions, and result in adverse public relations.

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.)

Answers emergency, non-emergency and business calls for police, fire, and rescue. Refers calls that cannot be answered to the appropriate town department personnel. Provides emergency medical dispatching, giving medical advise over the telephone and relaying vital information back to Emergency Medical Service personnel.

Answers requests for service from the public and dispatches appropriate resources as defined in the policies and procedure manuals. Prioritizes calls during multiple incidents. Coordinates all other services as needed including the Department of Public Works, public utilities, and mutual aid.

Maintains activities logs for Police, Fire, and Rescue and enters information into the computer system. Maintains other records as required. Maintains and updates various records on computer.

Conducts inquiries using NCIC computer regarding motor vehicles, criminal histories, administration messages, and other entries for law enforcement use. Verifies arrest warrants, wanted persons and articles.

Acts as liaison between the department and other agencies and the public.

Handles complaints from residents both in person and by telephone.

Performs video and audio operations for all arrests and interviews at the police station.

Prepares court cases and summons for court.

Issues permits for the Fire Department; collects money for parking tickets; sells recreation keys; collects money for dog licenses. Handles the "Loaner Key" for the Community Center.

Reports any equipment malfunctions to supervisor and contacts appropriate service agency to repair if necessary.

Regular attendance and punctuality at the workplace is required.

Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

High school education, or preferably training or education beyond high school in business administration or office procedures; some experience in radio and associated communications equipment; or any equivalent combination of education, training and experience.

Special Requirements:

NCIC and METRO Certification is mandatory.

Certification in E-911 through the State of Maine is mandatory.

Emergency Medical Dispatch Certification is highly desired.

Completion of Terminal Operator Certification Course is mandatory.

Knowledge, Ability and Skill:

Knowledge. General knowledge of the rules, regulations, orders, policies and procedures relating to dispatching operations. General knowledge of computers, electronic data processing, radios and telephone systems. Working knowledge of the federal regulations governing communications operations. Working knowledge of modern office practices and procedures. Working knowledge of police work. Knowledge of the street system and geography of the Town of South Berwick and the towns which have contracted with South Berwick for dispatch services.

Ability: Ability to handle emergency situations calmly, promptly and efficiently, while under a high level of stress and emotional strain. Ability to handle multiple tasks and prioritize work. Ability to make decisions regarding the safety of the public as well as the personnel responding. Ability to transmit the information between the involved parties with understanding of the situation. Ability to elicit needed information from a caller who may be a child, injured or incapacitated. Ability to speak clearly and give clear directions over the radio and telephone. Ability to maintain highly confidential information. Ability to attend to a number of details occurring simultaneously and do so with accuracy. Ability to think clearly in crisis situations.

Skill: Skill in typing, using computer technology, and record-keeping. Skill in the operation of the above listed equipment. Excellent customer service and public relations skills.

Physical Requirements:

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. Regularly required to manually operate all dispatching and office equipment; must be able to operate a keyboard at an efficient speed. Must be able to communicate effectively, clearly and concisely, especially on the telephone. Vision and hearing at/or correctable to normal ranges. Position requires standing or sitting for extended periods of time.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)