

POLICE DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for the skilled use of telephone, radio, teletype and computer terminal in the transmission of communication and dispatching of law enforcement personnel in emergency and non-emergency situations. The work is performed under the general supervision of a higher ranking official. Supervision of others is not ordinarily a responsibility of the position. Police Dispatchers are required to work non-traditional hours, including day and night shifts, weekends and holidays as a normal function of this position. Does related work as required.

TYPICAL WORK ACTIVITIES:

Answers incoming calls for police, fire, emergency medical assistance or service, and assures caller is connected to appropriate agency;

Operates two way radio communications equipment to transmit and receive essential information as needed for appropriate response to calls;

Operates a computer terminal to verify location and address hazard information and to enter, update and follow up all complaints and information received and disseminated from communications;

Notifies appropriate repair service of malfunctions of communications equipment;

Sends messages by computer terminal to the New York Statewide Police Information System (NYSPIN) and receives and reviews incoming NYSPIN messages notifying police personnel as appropriate;

Operates recording equipment required in emergency communications center;

Attends training programs to acquire and maintain proficiency in assigned duties;

Maintains computerized records of department activities for use in preparing various reports;

Performs clerical and administrative tasks as may be assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the geography of the municipality in which the work is performed;

Ability to operate radio, radio telephone, teletype (NYSPIN) and computer terminal in the transmission and receipt of messages;

Ability to receive and relay messages in a manner which insures the communication of essentials data to provide for effective action;

Ability to use good judgment and act quickly and calmly in emergencies;

Ability to speak, enunciate and write clearly, ability to prepare and maintain records and reports;

Ability to understand and follow written and oral instruction;

Mental alertness;

Tact and courtesy;

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- (a) Graduation from high school or possession of a high school equivalency diploma; **OR**
- (b) One year paid or volunteer experience as an active member of an emergency services organization, i.e., firefighter in an organized fire department, law enforcement officer, emergency medical personnel for an ambulance service, or closely-related position; **OR**
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b).