

# Job Posting

**LOCATION:** City of Central Falls  
580 Broad St  
Central Falls, RI 02863

**POSITION TITLE:** Public Safety Dispatcher

**DEPARTMENT:** Police Department

**JOB REPORTS TO:** Chief of Police

**POSITION TYPE:** Full-time Position

**AVAILABLE:** Two (2)

**Job Purpose & Description:** Under the supervision and leadership of the Central Falls Police Department, the Public Safety Dispatcher provides dispatch services to members of the Police and Fire departments. All calls are to be dispatched to respond to service and are coordinated, accurate and maintained a detailed recording to assist the responder. Duties include customer service, administrative duties and having knowledge of good judgment.

## **Essential Functions and Responsibilities:**

- Coordinate emergency response efforts between Police and Fire personnel by receiving calls for service, determining level of urgency and dispatching appropriate number responders.
- Log all calls for service received, responded to, parties involved and resolution to each, and assigned case number when appropriate.
- Utilize state and national crime computer and obtain vehicle, license, or warrant information as well as enter stolen vehicles or wanted/missing persons.
- Other administrative duties also included:
  - ✓ VIN Checks
  - ✓ Priority reports
  - ✓ Filing of complaints
  - ✓ No Contact orders
  - ✓ Maintain departments warning logs
- Provide information to the public regarding services available such as:
  - ✓ Referring to appropriate outside agencies when needed.
  - ✓ Make appointments for criminal background checks
  - ✓ Resolve walk-in complaints
- Performs other duties as assigned

## **Position Requirements/Qualifications**

- Administrative support experience required
- Compose effective and grammatically appropriate written communication.
- Produce accurate documents in an efficient manner.
- Proficiency in Microsoft Office suite
- Pass thorough background check
- Keep confidentiality requirements
- Must be U.S. Citizen to use RILETS/FBI
- Bilingual preferred

## **Skills Required:**

- High School Diploma or GED required; some college preferred.
- Ability to manage, prioritize, able to multi-task and coordinate in a fast-paced and demanding environment.
- Typing experience is highly recommended.
- Ability to work independently with limited direction and instruction within the scope of assignments.
- Excellent interpersonal, analytical and problem solving skills.
- Must be able to take initiative while paying close attention to detail and completing all follow up required.
- Ability to work effectively with a diverse population

**EQUAL OPPORTUNITY EMPLOYER:** Central Falls is committed to maintaining a work and learning environment free from discrimination on the basis of race, color, religion, national origin, pregnancy, gender identity, sexual orientation, marital/civil union status, ancestry, place of birth, age, citizenship status, veteran status, political affiliation, genetic information or disability, as defined and required by state and federal laws. Additionally, we prohibit retaliation against individuals who oppose such discrimination and harassment or who participate in an equal opportunity investigation.

## **APPLICATION INSTRUCTIONS:**

Application and Resume can be submitted in person, by mail to 580 Broad Street, Central Falls, RI 02863 Attn: Human Resources Department OR by e-mail to [Ldias@centralfallsri.us](mailto:Ldias@centralfallsri.us).

Applications can be found on our website @ [www.centralfallsri.us](http://www.centralfallsri.us) under Human Resources/Employment

Closing Date for applications: November 18, 2016 @ 1:00 pm