



SCITUATE POLICE DEPARTMENT

Emergency Services Dispatcher

Revision Date: October 2016

GENERAL DEFINITION

This is a specialized position performing multi-channel emergency radio and communications in a consolidated police, fire, EMS dispatch center located at the Scituate Police Department. The Dispatcher is responsible for receiving and prioritizing emergency and non-emergency telephone calls from the public. Work involves evaluating incoming calls to determine appropriate level of Police/Fire/EMS assistance required, dispatching units, giving self-help if necessary and transmitting information and messages upon request according to established procedures. This position monitors public safety units in the field, retrieves and enters computer data, and operates other related communications equipment.

ESSENTIAL JOB FUNCTIONS AND EXAMPLES OF WORK

- Interacts with callers requesting emergency/non-emergency response or service from the community or public safety agencies. Uses established protocols and the computer-aided dispatch system to evaluate the situation and take the appropriate actions. Retrieves information from callers and transmits information to police/fire/emergency service personnel.
- Follows prescribed protocols to provide emergency medical instruction to callers during high risk situations until appropriate field units arrive on scene.
- Monitors and maintains the location and status of police, fire, emergency medical and other agency units in the field.
- Operates various automated and/or communications equipment including computer-assisted dispatch terminal; enters and retrieves data. Monitors and operates TDD/TIY to communicate with hearing-impaired callers.
- Participates in the administration of the Communications Center through the development, implementation and review of procedures, policies and training programs.
- Maintains a positive customer service attitude at all times with the public, user agency members, co-workers and supervisors.
- Contributes to the mission, vision and values of the Communication Center.
- Performs general office support assignments. Prepares various forms of documentation including reports and logs.

- Inspects equipment at beginning of each shift to ensure proper operation; reports malfunctions or problems.
- May be required to be on-call, remain on duty after shift-end and respond to emergency situations at any time.
- Performs other related assignments, as needed or directed.

MINIMUM EDUCATION AND EXPERIENCE

- Must have a high school diploma or GED. Post-high school education at a technical or college level is helpful.
- Prior experience dispatching a plus.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES, LICENSES AND CERTIFICATIONS

Knowledge:

- Strong knowledge of the principles, practices and techniques of emergency dispatch.
- Thorough knowledge of computer-aided dispatch systems with technical knowledge of two-way radio systems.
- Ability to learn and understand FCC rules and regulations governing radio usage.
- NCIC/BCI, RILETS entries/queries
- Retrieving data for background checks for employment and permits

Skills and Abilities:

- Strong communication skills with the ability to express ideas clearly and concisely in written and verbal formats.
- Demonstrated interpersonal skills in order to establish and maintain effective working relationships with co-workers, citizens, community contacts, elected officials, members of other governmental agencies, the general public and command staff members of other departments.
- Ability to exercise judgment under pressure.
- Ability to deal with sensitive information in a discreet and professional manner while maintaining confidentiality.
- Ability to multi-task efficiently in a fast-paced, stressful environment.
- Ability to operate radio, telephone and computer systems under routine, emergency and high stress conditions, in a confined work area for long periods of time.
- Ability to operate standard office machines (photocopier, calculator, etc.).
- Ability to work overtime, weekends and holidays as needed in a 24-hour-a-day, 7-day-a-week operation. Personal telephone is required (land line or mobile) as Dispatchers may be required to return to the Communications Center for additional shifts.

- Must have adequate hearing, manual dexterity and mental disposition in order to remain alert and perform all essential job functions.
- Ability to perceive the full range of the color spectrum, such as working with electronically produced letters, numbers and/or images on a computer monitor.
- Ability to wear a headset for long periods of time.
- Ability to type a minimum of 40 wpm.
- Ability to lift 25-50 pounds, occasionally.