



## CITY OF GROTON POSITION DESCRIPTION POLICE DISPATCHER



**Position Title:** Police Dispatcher  
**Department:** Police  
**Reports To:** Administrative Sergeant  
**Union:** Non-Union  
**FLSA Status:** Non-Exempt  
**Approved By:** Chief of Police  
**Approval Date:** August 16, 2023

### SUMMARY

The Police Dispatcher, under the supervision of the Administrative Sergeant, operates a communications system and associated equipment in receiving and dispatching emergency and non-emergency calls for police service. Work involves responsibility for the receipt and transmission of radio, telephone and computer messages, and for dispatching police officers and disseminating and coordinating law enforcement information on an assigned shift. The Police Dispatcher receives fines and fees, issues receipts and performs record keeping functions. Performs related work as required. Initially, the work is performed under close supervision, i.e., a field-training environment. After an initial training period employees are expected to work independently. Work is reviewed by the Administrative Sergeant through observation and the review of records for conformance with established procedures.

### ESSENTIAL FUNCTIONS OF THE JOB

1. Monitors, receive calls and broadcasts over multiple radio frequencies; receives requests for police services and other emergency services by telephone or radio; determines the nature of the required assistance, location and other pertinent information; dispatches police units and/or coordinates with other public safety agencies in conformance with established procedures.
2. Maintains records of all calls for service; records pertinent information including the nature of the call for service, the officer(s) assigned and call disposition in a computer aided dispatch (CAD) system.
3. Enters, updates and retrieves CAD and Mobile Data Terminal (MDT) data.
4. Receives requests for information from officers in the field or other authorized persons via radio, computer or telephone; utilizes a computer terminal to access federal, state and/or local databases and retrieve information regarding motor vehicle registrations; drivers' licenses, criminal history, stolen property including vehicles, wants and warrants and similar data; transmits requested information by radio, computer or telephone.



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5. Operates the National Crime Information Center (NCIC) and the Connecticut On-line Law Enforcement Telecommunications (COLLECT) system to enter and retrieve information.
6. Monitors closed circuit television (CCTV) system to insure prisoner safety and building security. Operates remote-controlled doors.
7. Serves as the point of contact with the public, receiving complaints from walk-in customers; answers inquiries; gives directions; receives parking ticket fines and fees for permits, reports and fingerprint services; issues receipts and maintains records of monetary transactions.
8. Receives requests for accident and investigative reports and provides copies of reports to requestors as allowed by policy.
9. Maintains and verifies communication records as required.
10. In case of fire or building emergency, release prisoners during building evacuations.
11. Performs all other duties as may be assigned.

### **EDUCATION AND/OR EXPERIENCE**

Must have a high school diploma or GED equivalent. Communications experience is preferred as a dispatcher or telephone operator or an equivalent combination of education, employment and training which provides the following knowledge, skills and abilities. Work experience in a public environment, customer service and the ability to speak and understand a second language is desirable.

### **LANGUAGE, SKILLS AND REASONING ABILITY**

Ability to follow written and oral instructions.

Ability to speak clearly and concisely in a well-modulated voice using good diction.

Ability to think clearly and act quickly, calmly and accurately in emergency situations.

Ability to operate telephones, two-way radios, computer systems and related communications equipment.

Ability to communicate effectively with others in person and over the radio and telephone in a calm manner under stressful conditions.



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Ability to learn state statutes, local ordinances and department rules, regulations, policies, procedures and operations directives and special orders as set forth in Department manuals regarding operations of the Police Department.

Ability to obtain information from people under great emotional distress and calmly convey that information to field units.

Ability to operate telephones, radios and computers quickly and accurately under extremely busy and stressful conditions.

Ability to maintain required records.

Ability to establish and maintain effective working relationships with others.

Ability to operate Computer Assisted Dispatch, COLLECT, NCIC, NLETS, Emergency sirens, Instant Recorder Playback and related equipment.

### **QUALIFICATIONS**

Ability to pass a thorough background examination, psychological evaluation and physical examination including a hearing test and testing for illegal substances.

Must possess and maintain certification as a Telecommunicator by the State of Connecticut as mandated in Section 28-30 of the State of Connecticut General Statutes.

Ability to enter computer data into various databases.

Knowledgeable with the City of Groton streets and adjacent areas.

### **PHYSICAL DEMANDS**

The employee must be physically able to successfully perform the essential functions of this position. While performing the duties, the employee is required to sit continuously at a computer terminal or radio console for long periods of time; operate standard office equipment including computers, copiers, fax machines, shredders, etc.; operate telecommunications equipment and reach into drawers in file cabinets. The employee must be able to effectively operate office equipment including computers, copiers, fax machines and monitor CCTV systems for prisoner safety and building security. The employee must be able to hear normally, converse with other individuals in person and over the radio and telephone; possess the ability to differentiate between the various radio channels being monitored; able to hear recordings on call-check equipment. Ability to lift/move up to thirty (30) pounds. Employee must be free from mental disorders that would interfere with the performance of duties.



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**WORK ENVIRONMENT**

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions for this job.

The work is conducted in an office environment without disagreeable features. The noise level is moderate.

I have read and understand my position description. If I have any questions concerning this position description, I am to discuss it with my immediate supervisor.

\_\_\_\_\_  
EMPLOYEE'S SIGNATURE

\_\_\_\_\_  
DATE