

Town of Guilford POLICE DISPATCHER

POSITION SUMMARY:

Under the direct supervision of the Officer-in-Charge of the Field Services Division, and the direct supervision of the shift supervisor and following the Guilford Police Department Duty Manual, acts as the initial contact for persons needing assistance, walk-ins to the station, callers, and communicates with Department personnel in an appropriate manner. Represented by the United Public Service Employees Union (UPSEU), Local 424-Unit 92 Bargaining Unit.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Receives all verbal communications from the public and law enforcement personnel and transmits requests for service to the appropriate personnel.
- Responsible for the initial deployment of law enforcement and emergency personnel and equipment.
- Maintains an effective and efficient operation of the Department's communication and telephone system.
- Answers all calls promptly and courteously.
- Expeditiously redirects telephone calls to their proper destinations.
- Receives all incoming telephone complaints or walk-in complaints and assigns a Department case number, where applicable.
- Demonstrates the ability to handle multiple tasks simultaneously.
- Acquires a thorough knowledge of the location of all streets, buildings, parks, and/or other general information regarding the Town.
- Alerts officers responding to hazardous calls with such information relating to the nature of the call as will enable them to take suitable precautions, and advises the officers when such information is not available.
- Dispatches appropriate unit(s) to the scene, when reported conditions indicate the need, always guided by the instructions of their shift supervisor and policies of the Department.

- Acknowledges all radio messages transmitted from the field and takes appropriate action.
- Relays to all field personnel any information or messages which may be pertinent, such as description of wanted or missing persons, wanted or stolen vehicles, details relative to holdups, fire alarms, or any orders and information received from the shift supervisor.
- Sends, receives and files computer messages.
- Reviews all messages transmitted over the COLLECT system.
- Performs related work required by any superior.
- Dispatches immediately such police officers, or other personnel and equipment as may be needed to handle all complaints and requests for police or emergency assistance which ordinarily requires such action.
- Monitors the activity of all on-duty personnel. In the event that they are unable to contact an in-service mobile unit, they shall immediately notify the shift supervisor.
- Remains calm, articulate, concise and courteous when communicating.
- Ascertains that all radio units in the communication area are tested and in good working order at the beginning of the tour of duty.
- Remains at the desk at all times while on duty unless relieved by a competent person.
- Becomes familiar with and is able to activate all emergency standard operating procedures of the Department and Region including, but not limited to, critical incidents, mutual aid plans (Blue Plan) or other matters requiring urgent police attention.
- Reports to the shift supervisor any deployment of police officers beyond their regularly assigned sectors.
- Follows regulations issued by the Federal Communications Commission.
- Records all significant communications as required by departmental procedures and completes the necessary reports and forms as prescribed.
- Monitors all equipment under their control and reports any malfunction or defect to the shift supervisor.

- Operates the state computer and in-house computer system and transmits or releases messages and information only to police officers and/or authorized personnel.
- Follows all COLLECT and CJIS rules and regulations with respect to information security.
- Does not divulge any information relative to police business to the public unless authorized by the Chief of Police or designee.
- Performs all other duties as assigned by the Chief of Police or designee.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of police department hierarchy and understanding chain of command.
- Skills in oral communications.
- Ability to follow oral and written instructions.
- Ability to remain calm and courteous under the most strenuous circumstances.
- Ability to establish and maintain satisfactory working relationships with other employees and with the public.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals.
- Ability to be courteous, but firm with the public.
- Ability to speak clearly and concisely both in oral and written communication.
- Ability to perform duties with awareness of all town requirements and policies.
- Ability and willingness to work any shift.
- Ability to work independently.

PHYSICAL DEMANDS:

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.

While performing the duties of this job, the employee is regularly required to use hands to operate controls; reach with hands and arms; and talk or hear. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to stoop, kneel, or crouch.

The employee must be able to lift and/or move up to twenty (20) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

EDUCATION AND/OR EXPERIENCE:

- Graduation from high school or general education degree (GED).
- Must pass a departmental background investigation, including a psychological examination and medical examination with drug screening.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job requires frequent interaction with general public. The noise level in the work environment is usually moderate.

The information contained in this job description is for compliance with the American with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed for this position. Additional duties may be required.