

COMMUNICATIONS DISPATCHER

Position Summary

Under direct supervision during training period, and under limited supervision thereafter, is responsible for simultaneously operating a multi-channel radio console and a multi-line telephone, while maintaining computer-aided dispatch systems and other computer systems. Responsible for receiving, coordinating and disseminating critical information from various sources and maintaining radio contact with mobile/field units to monitor response, progress and any needed support. This position works in the Communications Center which is responsible for answering 9-1-1 calls in a 24/7 operation. Performs other duties as required.

Essential Functions and Responsibilities

Note: *The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position*

- Answers, evaluates and prioritizes incoming telephone calls, communicating effectively with various callers to obtain complete information to determine urgency and need for dispatching police, towing and/or medical response using a computer-aided dispatch (CAD) system, telephones, multi-channel radio, TDD (text telephone device for hearing/speech impaired), numerous computer databases and maps.
- Simultaneously maintains close contact with field units, communicating with department employees, other law enforcement and criminal justice agencies, emergency service providers and the general public to obtain and disseminate information.
- Retrieves information from automated files to respond to queries from a variety of sources by typing correct password keys, information masks or special alpha number string formats on computer strings.
- Inputs, updates, requests, transmits and queries information from a variety of sources to maintain current accurate records or to access databases for information, wants and warrant checks, intelligence, and/or driver license and vehicle registration checks by typing on a computer keyboard.
- Reads/interprets maps for the public, field personnel and other law enforcement/criminal justice agencies in order to assist in locating certain geographical areas using a Massachusetts state map, U.S. atlas, city and county maps, and various computer mapping systems. Interprets telephone or radio call locations from maps by applying knowledge of state highway system and geography in order to provide appropriate and timely assistance.
- Greets visitors in person in order to provide assistance or refer to appropriate staff members/section.

Knowledge, Skills & Knowledge of:**Abilities Required:**

- Business English, spelling, grammar, and punctuation required to compose and proofread written documents (e.g. memoranda, letters, reports, studies, manual, training material, etc.) of moderate to complex difficulty on various subjects for various levels of leadership.

Skill in:

- Communicating clearly, concisely and effectively, both orally and in writing.
- The operation of a multi-channel radio with multiple frequencies, distinguishing and recognizing a variety of radio voice transmissions.
- The use of computer/keyboard devices to retrieve and/or enter information.
- Effective decision making/problem solving based on a limited amount of information in crisis or emergency situations.
- The use of modern office equipment (e.g. various keyboards, multi-line telephone system, photo copiers, radio devices, FAX machines, shredders, etc.).
- Recognizing and monitoring communications equipment problems, and notifying appropriate personnel for repair.

Ability to:

- Operate computer-aided dispatch (CAD) equipment.
- Establish, develop, and maintain courteous and effective working relationships.
- Accept and apply constructive criticism and critiques.
- Maintain emotional control and work effectively during emergencies, crisis situations or extremely stressful conditions.
- Consistently speak in a clear, well-modulated voice.
- Memorize, retain, and accurately recall information and codes.
- Multi-task, organize, prioritize and adapt to constantly changing situations, and effectively take appropriate action.
- Read, understand and interpret moderately difficult to complex written information (e.g. policies, procedures, rules, regulations, statutes, etc.).

- Understand verbal instructions in the use of specialized equipment.
- Work independently with minimal supervision, exercising good judgment in the safeguarding of confidential or sensitive information.
- Perform detailed work with a high degree of accuracy, at times during stressful situations.
- Accurately understand various transmissions, (e.g. telephone, radio, etc.) and transcribe information (e.g. numbers, letters, names and facts) from one source to another in a timely manner.
- Effectively interpret a variety of maps and dispatch information to field personnel.
- Accurately interpret and follow Department rules and guidelines, (e.g. General Orders, rules and regulations and policies/procedures).
- Work within deadlines in order to complete assignments.
- Calculate mathematical problems involving addition, subtraction, multiplication and division of simple to moderate difficulty.
- Interact with visitors in person in a courteous, professional and effective manner.
- Develop, lead, and participate in team and work groups.

Working conditions/physical requirements:

- 24 hour/7 day emergency dispatcher center operation setting.
- Work is performed in a confined area with limited mobility.
- May be required to sit for extended periods of time with limited or no breaks.

Minimum Qualifications:

- Requires a High School Diploma or GED, and two (2) years of clerical, customer service or public contact experience. College degree/experience preferred.
- Must be able to successfully complete Emergency Medical and Police Dispatch training.
- Must successfully complete a thorough background investigation including drug screening.

Selection Guidelines

- Formal application, rating of education and experience; oral interview and background check; job related tests may be required.
- Completion of formal field training program.
- This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.