

## TOWN OF CANTON

**TITLE:** Public Safety Dispatcher **CLASS:** Non-Exempt  
**DEPARTMENT:** Police Department **DATE :** January 3, 2008 Draft

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### POSITION DESCRIPTION

Under supervision of the Chief of Police and/ or his/her designee, provides communication and support to Police, Fire, Emergency Medical and other governmental services. Receives and records emergency and routine business calls and dispatches police, fire, rescue and other emergency personnel/ equipment by telephone or radio, utilizing complex technical aids such as computer aided dispatch systems on an assigned rotating basis in accordance with prescribed policies and procedures, often requiring immediate independent judgment. The Public Safety Dispatcher is a civilian, non-sworn position which involves work often performed under pressure.

Public Safety Dispatchers will work shifts as determined by contractual agreement. This includes days, nights, weekends and holidays. Dispatchers may also be on call and subject to order-in work situations based on the emergency needs of the department.

### ESSENTIAL JOB FUNCTIONS

- Answers the telephone and receives emergency, non-emergency and 911 requests for assistance, evaluates the information and creates a CAD system entry, relates information to other jurisdictions and provides information for callers.
- Coordinates dispatching of emergency Police, Fire, EMS and other public safety equipment by receiving and transmitting radio calls.
- Inquires, interprets, verifies, receives, and disseminates information from law enforcement personnel, agencies and computer networks relating to wanted persons, stolen property, vehicle registration, all points bulletins, etc.
- Inputs and accesses information via automated law enforcement systems and Computer Aided Dispatch (CAD) system.
- Inputs and retrieves computer data quickly.
- Types letters, forms and reports on computer keyboards and makes entries into automated record files.
- Prepares reports and paperwork as required.
- Uses good judgment in making decisions in emergency and routine situations.

### ADDITIONAL JOB FUNCTIONS:

- May perform additional tasks and duties as requested.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Commitment to excellence in customer service.
- Good working knowledge of the duties, procedures and problems related with Police, Fire and EMS work.
- Working knowledge of the primary roads, streets, highways, major buildings and public facilities in town.
- Ability to read, write, spell and speak concise English.
- Ability to follow written and oral instructions; make rapid and sound judgments; give clear, concise oral instructions; communicate effectively both orally and in writing; foster good relations with co-workers, general public and all callers; and maintain accurate, up-to-date files and logs.
- Ability to monitor and operate Closed Circuit Television (CCTV) equipment of Police and other appropriate facilities, including monitoring of prisoners in custody.

- Ability to operate Computer Aided Dispatch (CAD) equipment and monitor and operate Police, Fire, EMS and other municipal frequencies with sufficient speed and accuracy.
- Ability to analyze situations accurately and take effective action to assure officer and citizen safety.
- Ability to communicate clearly and distinctly using radio and telephone equipment.
- Skill in communicating with persons in highly stressful and emergency situations.
- Ability to handle high volume of telephone calls of emergency and non-emergency nature accurately and efficiently.
- Ability to meet and deal tactfully and effectively with public officials, employees and the general public.
- Ability to conduct inquiries on individuals using the automated wants and warrants.
- Ability to be trained and operate a number of law enforcement and other computer systems.
- Skill in reading and interpreting maps.
- Ability to type from clear printed copy at a speed of 45 net words per minute.

#### **REQUIRED PHYSICAL AND MENTAL EFFORT AND ENVIRONMENTAL CONDITIONS**

- Works in office setting subject to continuous interruptions.
- View multiple video display terminals for extended periods of time in low light conditions.
- Ability to work under stress from demanding deadlines and changing priorities and conditions.
- Ability to work in a confined area wearing a headset which restricts physical movements about the work area.
- Ability to work in a highly structured environment where all communications or work are recorded or documents as public record.
- Distinguish and comprehend simultaneous communications from several sources.
- Ability to carry on multiple conversations while distinguishing background radio communications.
- Ability to sit/ remain/ stand continuously for prolonged periods of time.
- Ability to hear normal sounds with some background noise and to communicate effectively.
- Ability to concentrate on fine detail with constant interruption.
- Ability to see objects closely as in reading a map.
- Ability to attend to task/ function for more than 60 minutes at a time.
- Ability to carry and lift documents and office equipment weighing up to 15 pounds.
- Ability to file letters, correspondence, reports, etc. in file cabinet drawers ranging from 1' to 4' from the floor.
- Vision correctable to 20/30 with normal color vision.
- Ability to remember multiple task/ assignments given to self and others over long periods of time.
- Ability to work during regular and irregular shift rotations, which may include weekends, holidays and extended hours in emergency, disaster or other situations influenced by workloads or staffing difficulties.
- Ability to work alone.

**ACCOMODATIONS:** Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this position.

#### **REQUIRED MINIMUM QUALIFICATIONS**

The skills and knowledge required would generally be acquired with any combination equivalent to graduation from high school, and;

- One (1) year of operating communication or switchboard equipment;
- One (1) year experience in Police, Fire or EMS operations preferred; or
- Any equivalent combination of experience and training

#### **LICENSE OR CERTIFICATE:**

- Possession of a valid State of Connecticut Driver's License

**Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all-inclusive of every task or responsibility.**

I understand that nothing in this position description restricts the Town's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects the Town Administration's assignment of essential functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time.

I have reviewed this document and discussed its contents and I fully understand the nature and purpose of this position description and its related duties.

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Employee

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Date