

Dispatcher

Department: Police
Reports To: Communications Supervisor

FLSA Status: Non-Exempt
Date: April 1, 2016

GENERAL SUMMARY:

Under the direction of the Communications Supervisor, answers all calls for service for police, fire, emergency medical services (EMS), animal control, highway, wastewater, and Kennebunk Light and Power, and dispatches various types of public safety units to provide services. Answers non-emergency phone-calls, provides assistance if possible, and/or transfers to the appropriate agency. Records all calls for service in the IMC Computer Aided Dispatch (CAD) system.

Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:*

- ◆ Answers all calls for service for police, fire, emergency medical services (EMS), animal control, highway, wastewater, and Kennebunk Light and Power, via multi-line telephone, 911 lines, cell phone, alerting systems, multi-channel radio, and TTY system for the deaf and hearing impaired. Gathers information from callers, including a call back number, and makes rapid and accurate determination of the nature of the call and the degree, severity, and location of any emergency.
- ◆ Dispatches the appropriate type of public safety unit(s) to provide necessary services, prioritizing by level of emergency. Provides public safety personnel with necessary information regarding the situation so that they can respond quickly, appropriately, and safely.
- ◆ Records details of all calls for service into the IMC Computer Aided Dispatch (CAD) system, including accurate times, level of emergency, location, names of personnel dispatched, outcome of the call, and other pertinent information.
- ◆ Provides instructions to callers waiting for emergency personnel to arrive, including emergency medical instructions using Emergency Medical Dispatch (EMD) protocols. Attempts to be verbally calming to callers.
- ◆ Answers non-emergency phone calls, requests for information, municipal parking lot help line, and calls from Department personnel. Provides assistance and information and/or transfers to the appropriate agency, Department, or staff member.
- ◆ Greets and assists all walk-in customers to the Police Department lobby, including calls for service, emergencies, complaints, requests for directions, parking ticket payments, and requests for Goose Rocks Beach parking permits, fire permits, island camping permits, and various forms.
- ◆ Maintains familiarity with and follows the policies, procedures, ordinances, and regulations of the Town, the Department, and State and Federal agencies when performing job functions, including answering calls for service, dispatching public safety units, documenting calls, and operating computer terminals and communications equipment.

- ◆ Operates multi-channel radio systems and other communications equipment. Performs required maintenance of equipment as needed.
- ◆ Monitors all radio traffic for police, fire, EMS, animal control, highway, wastewater, and Kennebunk Light and Power. Executes tone-outs and pages fire and EMS for all their calls. Pages appropriate on-call personnel for wastewater, highway, and Kennebunk Light and Power after normal business hours.
- ◆ Queries, enters, modifies, and clears information in local, State, and national computerized databases such as the State of Maine METRO system, national NCIC system, OpenFox system, and others. Monitors and sends requests for teletypes on wanted persons, missing persons, local crimes, well-being checks, stolen property and vehicles, officer safety alerts, weather alerts, etc. Notifies officers and other staff of pertinent information obtained from these systems.
- ◆ Communicates with public safety personnel while they are responding to calls for service. Provides information, monitors their safety, and dispatches additional assistance if needed. Performs various functions using the METRO system as requested, including, but not limited to, checks of driver's licenses, vehicle registration, or criminal history; activating protection orders; locating warrants; entering temporary warrants, criminal trespass orders, bail conditions, arrest tracking numbers (ATN), motor vehicle warnings, missing persons, or stolen property; and creating police information bulletins. Contacts other parties as requested, including bail commissioner, blood technician, caretaker for alarms or house checks, tow trucks, family members, and other Town personnel.
- ◆ Sends out messages via the Code Red Emergency Notification System as required.
- ◆ Monitors the municipal parking lot via camera for traffic problems, ticket machine problems, piggybacking to avoid payment, gate damage, etc. Alerts appropriate personnel when there are problems. Responds to calls from the parking lot gate.
- ◆ Attends court proceedings as needed.
- ◆ Maintains electronic and paper files and records in various formats and prepares related reports as required.
- ◆ Supports other Town departments and outside law enforcement agencies.
- ◆ Works before and after scheduled shifts as required and during scheduled time-off during emergency situations.
- ◆ Maintains a clean, safe, and organized work area. Assists with the cleaning of the Dispatch office, including sweeping, emptying trash and recycling, cleaning toilets and sinks, etc.
- ◆ Participates in, and completes to standard, all required training and testing.
- ◆ Attends and participates in all staff meetings.
- ◆ Maintains quality service by following departmental guidelines and procedures and by enforcing Town standards.
- ◆ Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, benchmarking state-of-the-art practices, and participating in professional societies.

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- ◆ Performs research, special projects, and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed, or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

SUPERVISORY RESPONSIBILITY:

None.

EDUCATION & EXPERIENCE:

High school diploma. Six months to one year of related dispatch or emergency communications experience; or any equivalent combination of education and experience.

LICENSES & CERTIFICATIONS:

- ◆ Terminal Operator Certificate through Access Integrity within 6-12 months after hire.
- ◆ Emergency Medical Dispatch Certificate within 6-12 months after hire.
- ◆ Current CPR certification within 6-12 months after hire.
- ◆ Additional training or certifications may be required upon hire.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Working knowledge of the practices and procedures of law enforcement and Emergency 911 communications.
- ◆ Ability to independently analyze complex information in stressful situations and make decisions quickly with clear thinking.
- ◆ Ability to operate multi-channel radio system and other communications equipment, and perform required maintenance.
- ◆ Ability to communicate with emotionally charged individuals in stressful situations while maintaining composure and attempting to be verbally calming.
- ◆ Ability to hear in a normal range and to listen to and comprehend both radio and telephone traffic.
- ◆ Knowledge of the geography and landmarks of the Town and surrounding areas.
- ◆ Excellent interpersonal and customer service skills; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with coworkers and all individuals, groups, and organizations contacted in the course of work.
- ◆ Ability to work cooperatively as a team member and participate in creating a positive and constructive work environment for everyone; willingness to support and assist other staff members and to take responsibility for contributing to the success of the department and the Town.
- ◆ Excellent written and verbal communication skills.

- ◆ Ability to keep varied records, to assemble and organize data, and to prepare standard reports from such records.
- ◆ Ability to maintain confidential information.
- ◆ Ability to work with a high level of detail; ability to efficiently manage time and organize work; ability to prioritize multiple tasks and deal effectively with interruptions.
- ◆ Ability to work independently and exercise independent judgment; ability to identify and analyze complex issues and to develop appropriate recommendations.
- ◆ Ability to effectively operate computers and software necessary for the performance of job duties, including the IMC Computer Aided Dispatch (CAD) system, Code Red software, IamResponding (IaR) System, and the METRO State computer system. Excellent typing skills.

SPECIAL REQUIREMENTS

- ◆ Must have the ability to work regular and irregular shift rotations, which may include weekends, holidays, and extended hours in a variety of situations influenced by workload, staffing requirements, and emergency situations.

WORKING CONDITIONS & PHYSICAL DEMANDS:

Work is performed in a dispatch/communications unit environment. Frequently subjected to the demands of other individuals and the volume and/or rapidity with which tasks must be accomplished.

Works in a confined area for extended periods in a mainly seated position, entering and retrieving data from various computer systems on a constant basis. Employee may be required to remain standing or seated for extended periods of time; use a keyboard, write, and push radio buttons with both arms constantly; and hold phone receivers and look at computer screens for extended periods of time.

Operates multi-channel radio systems, portable radio, scanner, multi-line telephone system, alarm systems, camera monitors, Priority Dispatch EMD flip chart, computer, printer, video display terminal, copier, facsimile machine, other communications equipment, and all other standard office equipment requiring eye-hand coordination and finger dexterity.

Frequent reaching, walking, standing, sitting, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions are required. Light lifting and physical work are occasionally required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. 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.

***External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

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.