

Public Safety Dispatcher Job Description

Public Safety Dispatcher

Definition:

The Dispatcher receives all oral communications from the public, law enforcement, fire department and EMS personnel coming into the police/fire departments. By following established procedures and employing common sense, he/she transmits requests for service to the appropriate location by the appropriate department. Subject to the provisions in the manual sections covering policies and procedures, the Dispatcher has the primary responsibility for the initial deployment of law enforcement, fire/EMS personnel, associated equipment and other resources as needed.

Distinguishing Characteristics:

Appointed by the Fire Chief in consultation with the Police Chief. Works under the administrative direction of the Fire and Police Chiefs. Subject to the provisions in the manual sections covering policies and procedures, the Dispatcher has the primary responsibility for the initial deployment of law enforcement, fire/EMS personnel, associated equipment and other resources as needed.

Performs highly responsible duties of a complex and technical nature requiring considerable exercise of judgment and initiative in ensuring that public safety in the highest priority.

Errors could result in considerable delay and confusion, have legal and/or monetary repercussions, and could jeopardize Town programs.

Makes frequent contact with Public Town departments, state agencies and other Towns; regular contact with Public safety Officers.

Has access to and responsibility for department-related confidential information.

Work is performed under favorable office conditions.

Negligible physical effort required in performing the duties under typical office conditions. Work is basically office type, but may require non-sedentary duties involving moderate physical effort.

Examples of work:

Report any deployment of police officers, firefighters, EMT's beyond their regularly scheduled assignments (i.e. mutual aid) to the officer in charge (Police, shift commander, fire, officer in charge) of police and fire.

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Inform the officer in charge whenever any vehicle or equipment is out of service.

Announce the call letters in accordance with established department procedures and as issued by the Federal Communications Commission.

Be thoroughly familiar with the department's procedures relating to the use of radio, computer, cable video equipment and other communication equipment.

Acquire a thorough knowledge of the location and layout of streets, buildings, parks, housing projects and other significant areas of the community so as to maximize the accuracy and speed of dispatching.

Respond to all complaints in a calm civil manner with emphasis on customer satisfaction.

Be familiar with emergency procedures that relate to matters requiring urgent emergency responses for fire, rescue, medical and police so as to be capable of activating them immediately.

Keep personnel who have been dispatched on calls fully informed of all facts affecting the safety and efficiency of their response to the call.

Inform the officer in charge when contact with an officer, firefighter or EMS personnel cannot be made after a reasonable amount of time. In an emergency the officer in charge is to be notified immediately.

Maintain equipment, especially the emergency call lines, in working order and immediately report any malfunction or defect to the officer in charge.

Record all significant communications as required by current department procedures.

Monitors the radios of police, fire/EMS and DPW and contacts appropriate personnel of power outages, downed lines and trees, snow and ice conditions, etc. after normal working of these departments.

Maintains the cleanliness and appearance of the dispatch room by sweeping, dusting, polishing and washing as necessary.

Performs other duties as required.

RECOMMENDED MINIMUM QUALIFICATIONS:

I - Education and Experience

Must possess a minimum high school diploma or equivalent; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

II – Knowledge, Ability and Skills

Basic computer and typing skills, and knowledge of public safety and dispatching procedures. Must also possess interpersonal relation skills. Must be capable of working independently, referring problems and crises to supervisors.

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II - Special Requirements

Must have certification in CPR and First Responder.

III - Physical Requirements

Console/communication desk environment, subject to continuous telephone and radio calls and interruptions and high noise level. Close eye-hand coordination and finger dexterity required to operate equipment. Confined to console/desk area. Urgent, emergency calls, emotional callers and short response deadlines produce recurring intervals of high stress.

The duties listed above 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. This position description does not constitute an employment agreement between the Town and the employee and is subject to change by the town as the needs of the Town and requirements of the job change.

Position description received by: _____ Date: _____

