

JOB DESCRIPTION

DEPARTMENT: KNOX REGIONAL COMMUNICATIONS CENTER **DATE:** October 2001

JOB TITLE: **DISPATCHER** **GRADE:** Bargaining Unit

I. JOB SUMMARY:

The dispatcher is responsible for receiving, processing, and dispatching requests for public safety services to the citizens of Knox County. These requests are received via 9-1-1, telephone, intercom, radio, or any other means possible. The dispatcher is also responsible for handling all public safety radio communications, documenting and maintaining accurate radio logs, and recording of complaint information for all police, fire and EMS calls handled by the Center.

II. JOB RELATIONSHIP:

A. RESPONSIBLE TO: Communications Director or his designee.

Review and approval of work: Through established policies and procedures and interpersonal contact, and general direction and supervision.

B. OTHER JOBS SUPERVISED: Part-time deputies may be assigned to a Dispatcher's supervision.

III. REPRESENTATIVE DUTIES AND RESPONSIBILITIES:

- Receives requests for services from the public and assigns adequate personnel for the efficient completion of these requests.
- Receives requests for information from the public and provides said information, if known, or refers caller to appropriate agency.
- Enters dispatch call information into CAD system and updates information on unit's arrival, clearance and call status as needed.
- Records all significant communications as required by standard operation procedures.
- Disseminates police information regarding wanted persons, stolen vehicles, missing persons, etc. that may be received by telephone, Teletype or other means.
- Acquires and maintains a thorough knowledge of the location and characteristics of significant areas of the County which the center services.
- Is required to be thoroughly familiar with agency procedures for the use of the radio and other communications equipment.

- Must be familiar with emergency procedures that relate to matters requiring urgent police/fire/EMS attention to be capable of activating them immediately.
- Keeps personnel who have been dispatched to calls fully informed of all facts affecting the safety and efficiency of their response to the call.
- Keeps track of all officers on a given shift and immediately informs the appropriate shift supervisor when contact with an office cannot be made as per standard operating procedure.
- Maintains the Communications Center and equipment in order and reports any defects, malfunctions, or repairs needed to the shift supervisor.
- Monitors alarm systems and dispatches appropriate response units in the event of alarm activation.
- Enters into and/or retrieves information from the Maine METRO/NLETS and NCIC Teletype systems.
- Answers all telephone calls promptly and efficiently, and assists callers in a professional manner.
- Maintains agency logs ensuring an accurate recording of all calls received and other significant events.
- Maintains such records as required by METRO/NCIC procedures.
- Transfers calls to other departments as appropriate.
- Responds to officers' requests for information as appropriate.
- Conducts daily and weekly radio tests as per department policy.
- Each communications officer is responsible for the security of his or her password access into the computer databases.
- Must observe policy on maintaining cleanliness and neatness of communications center.
- Maintain warrant repository for Knox County, In-house/M.W.M./ and NCIC entries and cancellations.
- It is the responsibility of the Communications Officer to monitor and maintain security in the communications room. Any information or material in the communications room is confidential and can only be released by authorized personnel. Confidentiality must be observed at all times.
- Must adhere to safe working practices and promote safety in the workplace.

Note: The list as stated above is a partial list of duties for a Dispatcher of the Knox County Regional Communications Center. He/she will be required to carry out all orders from the Director or his designee.

IV. SPECIALIZED EQUIPMENT USED:

Radio Communication Equipment; Teletype and computer; General Office Equipment, Paging system; CAD system, 9-1-1 enhanced MAARS-View & APU & TDD equipment, and tape recording equipment.

V. PROBLEMS AND CHALLENGES:

Dealing effectively with numerous activities and for which responsible. Dealing with agitated people. Maintaining an alert state of mind.

VI. DIMENSIONS OF WORK:

Responsibility includes receiving, processing, and dispatching all 9-1-1 calls originating in Knox County, including the islands located in Penobscot Bay.

VII. WORKING CONDITIONS AND JOB HAZARDS;

The nature of the work involves exposure to unpredictable situations that may hazard life or limb. Exposed to prisoners. Potential exists to be exposed to blood borne pathogens.

VIII. QUALIFICATIONS REQUIRED:

A. EDUCATION AND TRAINING REQUIRED:

Must have a High School diploma or equivalent certificate.

Experience in the operation of modern communications hardware desirable but not mandatory.

Ability to successfully pass security clearance, to include a thorough background investigations, and submission of a completed applicant fingerprint card to the FBI Identification Division.

Ability to successfully complete the Certification of Terminal Operator (CTO) course offered by the Maine Criminal Justice Academy, Emergency Medical Dispatching (EMD), CPR, MAARS-View & APU Certification, and Hazardous Materials Awareness Level, and any other State mandated training that may be offered at a later date. Training to be completed within a reasonable time after employment.

B. EXPERIENCE IN THIS OR OTHER PROGRESSIVE JOB REQUIRED:

Have no criminal record and willing to take a polygraph examination.

Must have the ability to exercise independent judgment in following appropriate procedures and policies, and in choosing the appropriate order in which to complete assigned tasks.

Must have a good working understanding of corrections security procedures and emergency alert system.

Must have ability to think and act quickly and efficiently under conditions of high stress.

Must have ability to speak clearly and concisely.

Knowledge of the principles involved in the operation of a radio, telephone and other related communications equipment required.

Ability to comprehend and effectively operate the computer aided dispatch (CAD) system required.

Possess skill and speed in the operation of the Teletype and other communications equipment.

Knowledge of police/fire/EMS procedures required.

Ability to deal courteously and effectively with members of the public.

Ability to develop and maintain good working relationships with fellow workers and other personnel.

Ability to maintain accurate records.

Ability to perform multiple tasks simultaneously.

Possess better than average organizational skills.

Required to sit at a workstation and remain task focused for extended periods.

Must be willing to participate in a minimum of 20 hours of in-service training each year as required by law.

C. LICENSE OR CERTIFICATION REQUIRED:

Must meet NCIC Terminal Operators Certification and maintain certification.

Must be certified as a MAARS-View & APU Operator.

Must be certified as an Emergency Medical Dispatcher.

Must successfully complete Haz Mat Awareness Level training.

IX. REMARKS:

A. SPECIAL MEDICAL REQUIREMENTS:

Any Dispatcher shall have a statement from a physician that he has had a physical within the last 30 days stating that he is in good health and has the physical ability to handle the job's related stress and danger.

B. JOB UNDERSTANDING:

The Dispatcher is required to respond to duty when called by the Director, or his designee. Failure to respond when called will be considered cause for disciplinary action. During the first six (6) months, the applicant will be on a probationary status.