

## POLICE DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: Under the direct supervision of a Police Officer or Senior Police Dispatcher, incumbents of this class are responsible for the operation of a two-way communications system in a municipal Police Department to monitor, receive, relay, and record police alarms, intra-departmental calls, emergency calls, signals and other messages and to dispatch the appropriate emergency personnel and equipment to incidents and emergencies. This position requires a high degree of accuracy and alertness in dispatching police vehicles in accordance with prescribed routine, and the incumbent must maintain a calm demeanor and composure in responding to crisis situations. Incumbents must also exercise sound judgment in prioritizing calls and dispatching police to situations, which may involve danger to life and/or damage to property, as quickly as possible. A Police Dispatcher may be required to wear a prescribed uniform (not a police uniform), but does not perform general police duties. This work requires the ability to readily learn how to operate the specific police communication system and the ability to maintain accurate records of average complexity; particularly of all calls placed and received. A Police Dispatcher may be required to work shifts which cover both day and night hours. Supervision is not usually a responsibility of this position. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Monitors, receives, relays, and records police alarms, intra-departmental calls, emergency calls, signals and other messages coming in over the police communication system;

Operates a two-way communications system to contact the emergency service unit covering the area;

Operates a computerized information system i.e. E-Justice to access and record data and information;

Answers, screens, and processes incoming emergency and non-emergency calls from the general public;

Refers non-emergency requests to the appropriate resource for assistance;

Queries callers in a calm, systematic manner to determine the nature of the situation, their precise location, the type of assistance and services needed, and any other information necessary to evaluate the situation;

Operates radio equipment to dispatch police officers and emergency vehicles;

Broadcasts orders to police patrol units to investigate complaints or incidents and relays instructions and/or questions;

Maintains continuous status and location records of all police vehicles;

Receives complaints from the public concerning crimes, accidents, and other police emergencies;

EXAMPLES OF WORK (Illustrative Only) (Cont'd.):

Prepares and maintains a variety of logs, records and reports of all incoming and outgoing communications;

Maintains current frequency modulation checks for all cars and periodically checks to measure frequency modulation deviations of transmitters to ensure continuity of service and correct operation of radio and telephone equipment;

May perform clerical work of average difficulty related to their dispatching function including filing, typing (limited), and assisting in the taking of inventory;

Uses computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the methods and practices of operating radio and telephone equipment; good knowledge of the practices and procedures of using a two-way communications system; good knowledge of the geography of the policing jurisdiction; working knowledge of Federal Communication Commission Rules and Regulations pertaining to transmitting and receiving messages by short wave radio; working knowledge of modern police procedures and terminology; ability to perform calmly and efficiently in emergency situations; ability to clearly and concisely communicate during emergency situations; ability to deal effectively with the public in stressful situations; ability to remain calm while eliciting information from persons who may be in a highly emotional state; ability to make quick and accurate decisions under pressure; ability to perform multiple tasks simultaneously; ability to learn how to operate police station equipment including communications equipment and automated data retrieval equipment; ability to follow oral and written instructions; ability to write legibly; ability to maintain records and prepare reports; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; clear diction; clerical aptitude; mental alertness; good judgment in emergencies; tact; courtesy; reliability; accuracy; emotional stability; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and either: (a) one (1) year of paid or verifiable full time equivalent volunteer experience which involved working on automated equipment as a dispatcher in a police or fire department, EMS or ambulance agency; or (b) one (1) year of military service; or (c) satisfactory completion of a training program as a Certified First Responder Emergency Medical Technician or Paramedic issued by the New York State Department of Health or satisfactory completion of a certified Emergency Medical Dispatch (EMD) Program; or (d) satisfactory completion of a Basic Firefighter Training Course by the New York State Department of Fire Prevention and Control.

SPECIAL REQUIREMENT: Pursuant to the Federal Bureau of Investigation (FBI) CJIS Security Policy, police dispatchers are required to undergo both a Division of Criminal Justice Services (DCJS) and FBI criminal fingerprint-based background check. In addition to the background investigation, and in accordance with NYCRR Title 21 Part 5200, Minimum Standards Regarding Direct Dispatch of all Emergency Services, candidates must meet additional personnel qualifications as stated in Section 5201.2, including a medical examination and a psychological examination/personality assessment. The appointing authority is responsible for ensuring that the candidate meets these conditions prior to appointment.

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J.C.: Competitive  
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Job Class Code: 0144