

SENIOR POLICE DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of a Police Officer, incumbents **of this class are** responsible for planning and supervising the work of **municipal Police** Department dispatchers **including the operation of a two-way communications system to monitor, receive, relay, and record police alarms, intra-departmental calls, emergency calls, signals and other messages and the dispatching of the appropriate emergency personnel and equipment to incidents and emergencies.** This work is performed in accordance with general instructions regarding policies which are established and received from the Police Chief. **This level differs from the Police Dispatcher in that the incumbent supervises** complex procedures in the processing of incoming complaints, and in transmitting and monitoring radio messages. **A Senior Police Dispatcher may be required to wear a prescribed uniform (not a police uniform), but does not perform general police duties. A Senior Police Dispatcher may be required to work shifts which cover both day and night hours. Supervision is exercised over** Police Dispatchers and/or subordinate clerical personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Assigns work; reviews, records and maintains an accurate and detailed log of all reported activities;

Instructs new employees, in detail, in the specialized communications and clerical tasks to be performed;

Confers with commanding officer (administrative and/or staff services) regarding implementation of departmental policies;

Supervises and assists in the maintenance of all incoming and outgoing material;

Supervises and assists in the coding of data changes for computerized processing;

Supervises and assists in the receipt, transmission and operation of various communication devices;

Supervises and assists in the operation of a computerized information system i.e. E-Justice to access and record data and information;

Supervises and assists with receiving and dispatching of police teletype and radio messages;

Supervises and assists with receiving and maintenance of warrant files;

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 principals and techniques of electronic communication; **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; good knowledge of modern police procedures and terminology; **good** knowledge of Federal Communication Commission Rules and Regulations pertaining to transmitting and receiving **messages by short wave radio; 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 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 secure the cooperation of others; ability to plan and supervise the work of others; **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; accuracy; reliability; 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) **two (2) years 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** including or supplemented by one (1) year of supervisory experience; or (b) two (2) years of military **service** in a communications division which involved working on automated equipment including or supplemented by one (1) year of supervisory experience or (c) **two (2) years working in a police or fire department, EMS or ambulance agency as a First Responder, Emergency Medical Technician, or Paramedic responding to medical, fire or police emergencies** including or supplemented by one (1) year of supervisory experience.

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. **The appointing authority is responsible for ensuring that the candidate meets these conditions.**

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

Towns, Villages
Cities of Rye & Peekskill
J. C.: Competitive
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Job Class Code: 0148