

## **Job Description-Police Dispatcher**

**Nature of work:** This is responsible work providing emergency dispatch services for Public Safety and Highway.

Employee of this class serves as dispatcher for the Police Department, Fire Department, Ambulance Service and Highway Department. Work involves receiving all calls, alarms, and radio messages and responding by sending the necessary personnel to locations where personnel is required. Calls are often of an emergency nature and must be dealt with in a calm and efficient manner. Employees also receives all visitors to the Public Safety Building and attempts to resolve questions or directs citizens to appropriate personnel. Employee may also assist in typing and maintenance records and reports covering aspects of public safety work. Work is reviewed by the Police Chief or dispatcher in charge, through direct observations, reports and discussions. Work is of a confidential nature.

### **Essentials Duties and Responsibilities:**

Answer all incoming telephone and radio calls. Providing the necessary information or dispatching emergency personnel to the location, if necessary  
Maintains a daily log of all calls and radio transmissions.  
Handles incoming calls for various public safety agencies.  
Receives all visitors to the Public Safety and provides them with assistance or directs them to the appropriate staff member.  
Monitors residential, business and bank alarm systems.  
Issues Burn Permits.  
Maintains files on complaints received, teletype messages and other files related to the department operations.  
Retrieves information from the computer system for emergency personnel in the field, example include licensing information, outstanding warrants or other necessary data.  
Assists the officer in the typing and preparation of police reports, including providing the officer with all necessary information.  
Maintains logs on departmental payroll, gasoline usage, false alarms, lost and found items and motor vehicle accidents, and a variety of other logs.  
Performs related work as required.

### **Requirement of Work:**

Ability to handle responsible and varied tasks at the same time.  
Working knowledge of modern office practices, procedures, and equipment.  
Ability to employ good judgment in making decisions in the light of established precedents.  
Ability to employ good judgment in making decisions in the light of established precedents and procedures.  
Skills in the operation of a keyboard, telephone and radio.  
Ability to compose routine letters and memos.  
Ability to effectively deal with the public either on the phone or in person in occasionally serious conditions.  
Ability to maintain accurate record of incoming and outgoing calls by radio or telephone.  
Ability to operate or learn to operate the teletype machine and computer system.  
Knowledge of and ability to operate a public safety radio system.

### **Training and Experience:**

Graduation from accredited high school and some experience in a public safety agency; or any equivalent combination of experience and training. Special training and certification per Maine Criminal Justice Academy for dispatching.