

City of Bristol, CT

Job Description

Job Title: Public Safety Dispatcher

Department(s): Police

Code: 8

FLSA Status: Non-Exempt

Prepared: December 21, 2005

Summary Receives and dispatches emergency and routine calls for police, fire, ambulance, and other emergency services by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Receives and screens incoming calls for law enforcement, fire, medical, or other emergency services.

Questions callers to determine location and seriousness of emergency and response needed. Enters information into computer-aided dispatch system. Operates two-way radio and/or other communications equipment to dispatch police, fire, medical, and other personnel and equipment and to relay instructions or information to remote units. Monitors NCIC teletypes for significant information and directs that information to the appropriate officer(s), supervisor or division. Maintains the departmental filing system for active warrants and protective orders and disseminates the necessary information contained in those files to officers and supervisors as requested. Provides prearrival instructions to caller. Coordinates police, fire, ambulance, and other emergency requests, relaying instructions to closest and most suitable units available. Monitors closed circuit activities of prisoners and immediately reports any suspicious activity or unsafe conditions to a supervisor and any police officer(s) present in the building. Contacts police officers to verify assignment locations, monitors dispatched units and, when necessary, serves as liaison with caller. Enters, updates, and retrieves information from a variety of computer systems. Answers or forwards nonemergency requests for assistance. Provides general information to the public primarily over the phone. Performs clerical tasks as they relate to the efficient operation of the division. May assist in the training of new dispatch personnel.

Supervisory Responsibilities: This job has no supervisory responsibilities.

Education: High school diploma (or GED).

Experience: At least 1 year of relevant experience is required. Education and experience may be substituted. Prior public safety telecommunications experience and/or emergency medical certifications are desired but not required. Ability to acquire a working knowledge of the radio, computer and related equipment, within the initial training program. Must successfully complete all mandated certifications as required by local, state or federal authorities by completion of probationary period including but not limited to: Public Safety Telecommunicator training, 911 training, COLLECT/NCIC, CPR and Emergency Medical Dispatch (EMD). Must successfully complete City Communications Training Program. Ability to type at a reasonable rate of speed. Ability to learn and strictly adhere to all department guidelines and the ability to think and act quickly and calmly in an emergency situation, using discretion and sound judgment. Must have ability to quickly learn and apply understanding of city geographic features, landmarks and streets. Must have good customer service skills, interpersonal skills and ability to multi-task. Must have excellent attendance record. Public Safety Dispatchers are exposed to sensitive information during the performance of their duties and must maintain a rule of strict confidentiality at all times when dealing with this information. Unauthorized disclosure of any sensitive or confidential information to anyone, including the media, is considered a serious violation and will result in disciplinary action.

Computer Skills: To perform this job successfully, an individual should have intermediate knowledge of Database software; and basic knowledge of Word Processing software.

Supervised By: This position is supervised by the Communications Lieutenant, Shift Commander or assigned.

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Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must be able to work a shift schedule which includes day and evening hours as well as weekends and holidays. Overtime may be required.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. Must have ability to communicate clearly and effectively under emergency conditions. Must have sufficient audio acuity and manual dexterity to operate a variety of technical equipment with speed and accuracy. The employee is occasionally required to stand and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in indoor or office environment.