



Town of Cromwell, Connecticut Job Description

Job Title:	Police Dispatcher	Position No.: 920	Date: 09/2021
Supervisor's Title:	Police Captain	Department:	Police
Total Direct Reports (If Applicable):	Number: ___ Supervisors	FLSA Status:	___ Exempt
	___ Non-Supervisors		X Non-Exempt
Titles:		Town Manager Approval:	<i>Anthony Sabatone</i>

Summary Statement	Receives and transmits emergency and administrative messages over a combined police communications system. Performs clerical support as required.
Essential Functions	<ol style="list-style-type: none"> 1. Receives telephone calls for police, fire and emergency medical services in the E-911 dispatch center, and other telephone calls for police, fire and medical emergency services and general information and dispatches, forwards and routes calls to proper agencies and personnel, following standardized procedures. Receives and transmits orders and instructions using appropriate code language to police officers; radios backup police services as needed. Receives and transmits animal control calls to the Animal Control Officer. Receives all emergency telephone calls for Town departments after operating hours and notifies appropriate personnel. 2. Monitors the activities and locations of all police officers to ensure the safety of all personnel. Monitors various police and fire radio frequencies. Monitors, interprets and transmits information using the National Crime Information System (NCIC) and the Connecticut On Line Law Enforcement Communication Teleprocessing System (COLLECT). Monitors silent alarm panel and acts on alarms of fire and burglaries. 3. Maintains the daily journal, indexes, arrest logs and files as required. Maintains and updates dispatch manuals and information, 4. Operates and maintains video recorder, audio recorder for phone and radio frequencies, and cell check equipment for surveillance of prisoners. 5. Notifies supervisory personnel and Town officials, as directed, regarding the nature of emergencies. Performs other related duties as assigned.
Expected Outcomes	Emergency and administrative communications are monitored, received and relayed in an effective and efficient manner. All appropriate parties are informed in a clear, concise and timely manner. Systems and records are



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	<p>maintained in accordance with standards and department protocols.</p>
<p>Critical Work Relationships</p>	<ul style="list-style-type: none"> ● Town officials ● General public ● Other Town departments ● State agencies
<p>KSAs (<i>Knowledge, Skills, and Abilities</i>)</p>	<p>Knowledge:</p> <ol style="list-style-type: none"> 1. Knowledge of the Town, Police Department's organization, terminology and procedures. 2. Computer/software and office equipment operation. 3. Typing/keyboarding <p>Skills:</p> <ol style="list-style-type: none"> 1. Operation of radio receiving and transmitting equipment, department computer and software applicable to dispatching, and all other equipment in the dispatch center. 2. Record information and transmit received information accurately. 3. Motor vehicle record system, NCIC and COLLECT. <p>Abilities:</p> <ol style="list-style-type: none"> 1. Communication (speak clearly and precisely, understand and carry out procedures and regulations given verbally and in writing and provide pre-arrival instructions for Police) 2. Stress Tolerance (react quickly, calmly and accurately in emergency situations) 3. Interpersonal Relationships (Town staff and the public) 4. Operating Equipment 5. Confidentiality 6. Independent Thinking
<p>MINIMUM Qualifications</p>	<p>Education and Training:</p> <ul style="list-style-type: none"> ● Graduation from high school/GED ● Alternatively, an equivalent combination of education, training and experience <p>Age, Citizenship, Licensure and Background Screening:</p> <ul style="list-style-type: none"> ● Minimum age of eighteen (18) years. ● Attain and maintain state certification as a Telecommunicator, NCIC, COLLECT, EMD and 911 operator.



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PREFERRED Qualifications

Prior successful communications and dispatching experience.

*Required Physical Effort and Required Equipment Operation to be included in separate document(s).
Performs other related duties as required.*