

THE TOWN OF BRISTOL IS AN EQUAL-OPPORTUNITY EMPLOYER  
WOMEN AND MINORITIES ARE ENCOURAGED TO APPLY

# BRISTOL POLICE DEPARTMENT DISPATCHER APPLICANT INFORMATION BOOKLET

395 Metacom Ave  
Bristol, RI 02809  
(401) 253-6900



Steven Contente  
Town Administrator  
Bristol, Rhode Island



Nationally Accredited

Kevin M. Lynch  
Chief of Police  
Bristol, Rhode Island

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## Bristol Police Department

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If you are interested in a rewarding career with the Bristol Police Department, this applicant information booklet will provide you with the minimum hiring requirements, various phases of the applicant selection process, salary and benefits, and other miscellaneous information.

Applications may be obtained from <https://www.policeapp.com/BristolRI> beginning Friday, December 8, 2023, completed no later than 11:59 PM on Sunday, February 18, 2024.



Dispatch Center

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Josue D. Canario  
Chief of Police

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## **MISSION STATEMENT**

We the members of the Bristol Police Department, in cooperation with the people of Bristol and in partnership with other public and private agencies, to assume a leadership role through a problem-solving approach to preventing crime and disorder, reducing citizen fear of crime, providing for the safe and efficient flow of traffic, providing a variety of non-criminal activities, and improving the quality of life as we work together to make Bristol truly New England's outstanding "community by the sea."

### **Employment**

The Bristol Police Department is an Equal Employment Opportunity Employer

### **Equal Employment Opportunity Statement**

It is the policy of the Bristol Police Department to identify and employ the best-qualified individuals to perform the tasks and functions of the department without regard to race, color, religion, sex, age, national origin, or physical disability.

The department prohibits discrimination against any person in recruitment, appointment, training, promotion, retention, discipline, or any other aspect of personnel administration for reasons of political or religious opinions, affiliations, or because of race, color, national origin, physical disability, or age, except where specific age or physical requirements constitute a bonafide occupational qualification necessary to properly and efficiently perform the functions of the job.

It is the policy of the department to actively encourage women and minorities to apply for employment in all positions within the department. The department maintains an Equal Employment Opportunity plan through which management assures that all persons have equal opportunities in recruitment, selection, appointment, promotion, training, discipline, and related areas.

### **JOB SUMMARY**

Performs highly responsible communications work in receiving and dispatching police emergency calls and messages to the appropriate authorities and personnel. Maintains and retrieves records and files information for dissemination to patrol units and personnel. Assumes responsibility for the initial deployment of public safety personnel and equipment. Maintains files and records and reproduces copies as required.

The Bristol Police Department provides twenty-four-hour and seven-day-a-week law enforcement services. Dispatchers fill three (3) shifts and work five (5) days followed by two (2) days off.

**SUPERVISION RECEIVED**

Works under the direction of a Shift Commander or Officer in Charge. Work is performed independently based on substantial knowledge of established policies, and procedures. Work may be reviewed by monitoring employees' operations, by observation, and by reviewing reports and records.

**SUPERVISION EXERCISED**

Usually works alone. EXAMPLES OF DUTIES:

Operates and monitors a variety of communication and alarm system equipment including telephones, radios, and computer systems.

Receives requests for police, fire, and emergency medical services. Ascertains nature of request and dispatches appropriate service unit in accordance with established procedures. Determines the urgency of the call and elicits necessary information from the caller. Exercises tact and judgment in dealing with emergencies. Relays and receives further instruction from police or personnel at emergency scene.

Maintains records of all incoming calls and dispatches through various logs and reports. Maintains status and current information on all units in and out of service.

Enters report information into the computer. Produces appropriate printout and analysis of departmental activity.

Disseminates information concerning wanted persons, stolen vehicles, missing persons, and other police information as may be received by teletype, telephone, or other means.

Deals with the public through handling various tasks, walk-in complaints, requests for general information, etc.

Types a variety of correspondence, memoranda, forms, and reports. Types material in final form assuring spelling, grammar, and punctuation are correct. Must be able to use a computer terminal. Performs other related duties as required.

**GENERAL ELIGIBILITY REQUIREMENTS**

1. The goal of the recruitment process is to aggressively recruit qualified candidates by providing maximum public awareness and access to all segments of the population
2. Qualifications: All applicants for the position of dispatcher must meet the following standards and requirements:
3. Must be a United States citizen
4. Must be at least 18 years of age on or before the date of appointment
5. Must possess a valid motor vehicle operator's license
6. Shall have satisfactorily completed four years of accredited high school or the equivalent thereof.
7. Cannot have been convicted of or otherwise admitted to having committed any felony in a court of law. A conviction or admission to a misdemeanor may be considered a disqualifying factor depending upon the totality of the circumstances (i.e., sentence, facts and circumstances surrounding the incident, distance in time, and nature of the incident).
8. Must be of good moral character and habits.



**PHYSICAL SKILLS REQUIRED**

Ability to operate and manipulate computer terminal, FAX machine, copy machine, paper shredder, telephone handset and headset, and base radio equipment.

Ability to hear and understand information over the radio and telephone under conditions of stress, static, and background noise, including from callers for whom English is a second language.

Ability to sit for prolonged periods.

Ability to adapt to conditions of stress and information overload, remain calm, and exercise command presence and good judgment.

Ability to read and fill out logs, and booking sheets, and to fill in the information on computer terminals.

Ability to evaluate emergency situations and communicate emergency first aid information over the telephone and radio.

**EDUCATIONAL REQUIREMENTS**

High school diploma or equivalent; experience working with modern office equipment including computers and communication systems preferred, and Rhode Island State Police telecommunication training; familiarity or previous experience with personal computers; OR any equivalent combination of education and experience which demonstrates possession of the required knowledge, skills, and abilities.

**PHASES OF THE APPLICANT SELECTION PROCESS**

A. Written Examination:

A written examination, which uses valid, useful, and nondiscriminatory procedures, shall be administered during the selection process.

B. Oral Board Interviews:

Oral board interviews, which use valid, useful, and nondiscriminatory procedures, along with standardized criteria, shall be conducted during the selection process.

C. Background Investigations:

The applicant background investigation phase of the selection process is a comprehensive background check and shall include verification of a candidate's qualifying credentials, such as educational achievements, employment and credit history, neighborhood references, citizenship, etc.

D. Conditional Offer of Employment:

Upon successful completion of the written examination, oral board interview, and applicant background investigation, certain candidates will be tendered conditional offers of employment.

E. Medical Examination

1. A medical examination, which uses valid, useful, and nondiscriminatory procedures, shall be conducted.
2. Medical examinations shall be conducted post-conditional offer of employment.
3. Only licensed physicians shall be used to certify the general health of candidates.

**SALARIES AND BENEFITS**

**Police/Rescue Dispatch**

**Starting \$55,740**

**SALARY**

- **\$51,329**
- Clothing Allowance **\$700** yearly

Ability to Work Details

- Regular Detail Rate \$56.00 p/h
- Special Detail Rate \$76.00 p/h
  
- Longevity 4-7 years of service 3% = \$1,539  
8-12 years of service 4% = \$2,053  
12-17 years of service 6% = \$3,079  
17-22 years of service 7% = \$3,593  
22-plus years of service 8% = \$4,106
- Annual Accreditation Incentive **\$750**
- 15 Paid Holidays Annually **\$2,961**

**First-year total compensation \$55,740**

The typical work week consists of a rotating schedule of 4 days on followed by 2 days off.

(based on the current collective bargaining agreement)

**BENEFITS**

- 15 Paid Holidays Annually
- 3 Personnel Days
- Tuition Reimbursement
- Blue Cross/Delta Dental with low deductible & co-pay
- Paid Sick Time
- 160 Compensatory Time accumulation
- MERS State Pension Retirement
- Full medical post-retirement until Medicare age 65

Vacation Days

- 1 year of service (7 days annually)
- 2-4 years of service (12 days annually)
- 5-9 years of service (17 days annually)
- 10-16 years of service (22 days annually)
- 17-plus years of service (26 days annually)
- Medical Yearly Buy-Back Option  
Single Plan \$2,400 Family Plan \$6,000

(based on the current collective bargaining agreement)

**Sick Leave**

- Date of hire through one (1) year of service \_\_\_\_\_ ten (10) working days
- Completed one (1) year and less than five (5) years \_\_\_\_\_ fifteen (15) working days
- Completed five (5) years and beyond \_\_\_\_\_ twenty (20) working days

**Employee Education Program**

Tuition assistance  
benefits for members covered by Local 1853 after completing the probationary period.

**RE-APPLICATION, RETESTING, AND RE-EVALUATION PROCEDURES**

Previous applicants interested in applying are welcome and must complete a new application. Previous applicants must complete all phases of the recruitment process again and will be re-evaluated.

**AN EQUAL OPPORTUNITY EMPLOYER**

*The Town of Bristol is an Equal-Opportunity Employer.  
Women and Minorities are encouraged to apply.*

*The Bristol Police Department is a Nationally and State Accredited Law Enforcement Agency.*

Scan to Apply ↓

