

Town of Cromwell

TITLE: POLICE DISPATCHER

OBJECTIVES

Under the supervision of the Police Captain or Police Sergeant, receives and transmits emergency and administrative messages over a combined police communications system. Performs clerical support as required.

ESSENTIAL FUNCTIONS

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.

Monitors the activities and locations of all police officers to insure the safety of all personnel.

Receives and transmits orders and instructions using appropriate code language to police officers; radios backup police services as needed.

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).

Maintains the daily journal, indexes, arrest logs and files as required.

Monitors silent alarm panel and acts on alarms of fire and burglaries.

Operates and maintains video tape recorder, audio recorder for phone and radio frequencies, and cell check equipment for surveillance of prisoners.

Notifies command and Town officials and supervisory personnel, as directed, regarding the nature of emergencies.

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.

Maintains and updates dispatch manuals and information.

Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge and skill in the operation of radio receiving and transmitting equipment, Town geography, Police Department's organization, terminology and procedures.

Knowledge and skill to operate a department computer and software applicable to dispatching.

Ability to acquire skill in the operation of all equipment in the dispatch center.

Ability to record information and transmit received information accurately.

Ability to speak clearly and precisely and to react quickly, calmly and accurately in emergency situations.

Ability to understand and carry out procedures and regulations given verbally and in writing.

Ability to deal effectively with Town staff and the public.

Ability to acquire working knowledge of motor vehicle record system, NCIC and COLLECT.

Ability to type and maintain protocol in regards to confidentiality.

Ability to work independently with little or no supervision.

Ability to give pre-arrival instructions for Police.

REQUIRED EQUIPMENT OPERATION

Operates dispatch equipment, SNET 911, Associated Security Alarm computer, telephone, computer, typewrite, fax, copier, Dictaphone recording and other standard office equipment.

REQUIRED PHYSICAL EFFORT

Sitting at a dispatcher's station and working over extended periods of time; walking; lifting and carrying materials and equipment. Stress from emergency calls.

REQUIRED QUALIFICATIONS (Minimum)

Graduation from high school. Must be 18 years old.

SPECIAL REQUIREMENTS

Must be able to attain state certification as a Telecommunicator, NCIC, and COLLECT operator.

Adopted by the Board of Selectmen June 2002