

CITY OF SHELTON
JOB DESCRIPTION
TITLE: POLICE DISPATCHER

GENERAL DESCRIPTION: This is a responsible position involving receiving and transmitting emergency and administrative messages over a combined police, fire and medical communications system. Work involves receiving telephone, radio calls and mechanical alarm signals, entering and retrieving information into and from the Computer Aided Dispatch system (CAD). The work requires that the employee have good knowledge, skill and ability in dealing with the general public, emergency personnel and emergency related agencies in a professional and courteous manner.

SUPERVISION RECEIVED: Works under the general supervision of the Chief of Police or his designee.

EXAMPLES OF DUTIES:

- Plans, organizes and performs work according to standardized procedures.
- Receives telephone, radio calls and mechanical alarm signals for police, fire or medical emergency services.
- Enters information into Computer Aided Dispatch system (CAD).
- Retrieves information for dispatch from CAD System.
- Dispatches police vehicles by radio, receives and transmits orders and instructions using appropriate code language to police officers at the scene of an emergency.
- Coordinates with Patrol Sergeant, dispatching of back-up units.
- Coordinates radio communication with State Police and other local Police Departments as needed.
- Receives fire emergency calls, or fire security system signal, sounds alarm and monitors equipment responding by radio.
- Dispatches police vehicle to emergency medical calls, notifies ambulance service to respond as needed.
- Uses computer terminal to input, retrieve and transmit information from National Crime Information System.
- Receives and transmits information from state motor vehicle files to patrol officers.
- Receives and transmits calls to Canine Control Officers.
- Reports major criminal or emergency calls to Chief of Police or Officer in Charge.
- Enters data into computer system for records keeping.
- Retrieves data from computer system and assists in preparation of court information files and case incident reports and prepares files and records.
- Maintains daily log, wrecker rotation log and security systems files.
- Responds to after-hour informational calls for town departments.

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- Tests and performs minor maintenance on equipment.
- Reports equipment failure to supervisor.
- Monitors prisoner cells by internal television system.
- To comply with all rules, regulations, policies and special orders of the Shelton Police Department.
- Performs related administrative-clerical duties as required.

KNOWLEDGE, SKILLS AND ABILITIES: Technical skills and knowledge acquired from prior communications experience or on-the-job training. Ability to verbally communicate effectively under stressful conditions. Ability to type. Ability to operate CAD system, and basic computer system and acquire proficiency in use of computer programs and software used in the Shelton Police Department. Ability to acquire knowledge of the road network(s) and locations of primary government buildings, schools, bodies of water, fire stations, etc. located in the City of Shelton. Considerable knowledge of general office procedures, practices and equipment including specialized computer systems. Employee must have good skill in operating multi-extension phone system. Ability to gain knowledge of regulations and procedures relative to the Shelton Police Department rules, regulations and policies. Good ability to understand and follow oral and written instructions, commands and orders from superiors and Police personnel and to communicate effectively orally, via telephone or in person and strong ability in written communication. Must be able to establish and maintain effective working relationships with the administration, superiors, associates, and the general public.

EDUCATION, EXPERIENCE AND TRAINING: Graduation from High School or its equivalent. Prior communications and dispatching experience desirable. Knowledge of Public Safety operations desirable.

PROBATIONARY PERIOD: As per the collective bargaining agreement between the City and the Shelton Admin-Clerical Union- Six (6) months, after successful completion of the following additional certification and training: NIMS 100 and NIMS 700 training; a three day NCIC course, a public safety tele-communicator training class and successful completion of a NG-911 training module and/or such updates as may from time to time be required by the Shelton Police Department or other governing agency.

SALARY: Pay Grade D, CBA Appendix A and B

This description lists only those job duties necessary for salary evaluation and does not include each and every job requirement.