

City of New Bedford Job Description

Job Title	Emergency Telecommunications Dispatcher
Department	Police
Employment Status	Full-Time
Salary	Grade G \$18.83 - \$26.29

Function

This position provides emergency dispatch services in response to 911 calls and performs other duties as assigned.

Supervision

Received	Police Sergeant
Exercised	None

Essential Job Duties The job duties listed herein are neither exclusive nor limited, but are intended to be illustrative of the types of tasks the employee will most likely be expected to perform on a regular basis. The employee may be asked to perform different or additional tasks than the ones listed here, as the needs of the employer and/or the requirements of the position change.

- Receives and processes calls for assistance from various sources.
- Establishes effective communication with the person(s) requesting assistance using the appropriate hardware and identifying necessary information for dispatching an effective emergency response.
- Answers telephone calls promptly and courteously; expeditiously routes calls to their proper destination.
- Dispatches patrol cars, ambulances and rescue squads or other personnel and equipment as may be needed to handle all complaints and requests for assistance; notifies Fire Department of any fire and priority 1 medical calls that require their assistance.
- Gives pre-arrival instructions and direction to caller as needed
- Transfers fire calls to Fire Department Dispatch for appropriate response.
- Alerts personnel responding to hazardous calls with information relating to the nature of the call to enable them to take suitable precautions; updates responding personnel as additional information is available.
- Promptly acknowledges all radio messages and takes appropriate action
- Conducts all radio operations in accordance with Federal Communications Commission (FCC) procedures and requirements.
- Pays particular attention to the signals received on electric protection alarm devices in the communications console area and initiates necessary action.
- Monitors the status of all units displayed on the CAS (Computer Aided Dispatching) status screens to determine their availability to respond to calls for service; remains aware of the assignments of all units at all times.
- Monitors the Shotspotter program.

- Searches databases to support officers working in the field.
- Notifies appropriate authority immediately regarding any unusual occurrence or situation that may adversely affect the delivery of emergency services or any services required of the dispatch center.
- Makes all appropriate entries, deletions and inquiries into the computer system; conducts wanted checks on all department and computer files to include Q1 and WMS (Warrant Management System) systems upon request by any authorized person or agency.
- Records all police and private tows in the tows file.
- Initiates action when any of the Communications Unit equipment needs repair.
- Conducts testing of emergency systems and makes minor repairs as needed.
- Maintains accuracy in the recording of information related to the delivery of emergency or other services required of the dispatch center.
- Maintains records of all incoming calls and dispatches through CAD; maintains various logs, reports and audio tape recorder.
- Assists with training of new employees.
- Provides effective and efficient customer service and promotes and maintains responsive community and working relations.
- Performs related duties as assigned.
- **This position is deemed essential personnel and must report to work during emergency situations.**

Requirements of Work

Graduation from high school or GED equivalent plus some additional technical training; or any equivalent combination of education and experience that provides the following knowledge, ability and skills:

Knowledge of	<ul style="list-style-type: none"> • Department policies and procedures and applicable rules, regulations and laws related to emergency dispatch. • Location and layout of streets, buildings, parks, housing projects and other significant areas of the City. • Emergency procedures relating to holdups, alarms, fires, medical aid and other matters requiring urgent attention. • The use and operation of all Communications Unit equipment, including computers and related software and other office equipment.
Ability to	<ul style="list-style-type: none"> • Ability to communicate clearly and concisely under emergency conditions both orally and in writing. • Accurately pass a standardized typing test; minimum of 30 words per minute. • Understand complex oral and written instructions and procedures. • Multi-task. • Work independently with minimal supervision and within established procedures. • Maintain composure and act calmly, quickly and decisively under pressure of emergency situations. • Handle highly confidential and sensitive information with discretion and good judgment; maintain confidentiality. • Maintain neat and accurate records. • Learn City street locations and read maps. • Sit for prolonged periods of inactivity interrupted by periods of intense activity.

	<ul style="list-style-type: none"> • Establish and maintain effective working relationships with supervisors, coworkers and the general public. • Obtain certifications NCC/LEAPS; CPR/First Aid; Powerphone; Next Gen9 911; CJIS Web.
Skill in	<ul style="list-style-type: none"> • Oral and written communications. • Customer service. • The use of the telephone and dispatch equipment. • Typing.
Work Shifts A-Relief 12:00 a.m. – 8:00 a.m. B-Relief 8:00 a.m. – 4:00 p.m. C-Relief 4:00 p.m. – 12:00 a.m.	
Necessary Special Requirements	
<ul style="list-style-type: none"> • Subject to Mandatory CORI (Criminal Offender Record Investigation) 	
Physical Demands	
<p>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.</p> <ul style="list-style-type: none"> • Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment. Specific vision abilities required by this job include close vision, prolonged visual concentration, and the ability to adjust focus. • While performing the duties of this job, the employee is frequently required to sit, stand, walk, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms. • The employee is occasionally exposed to adverse and other unpleasant conditions, such as violence and stress. • The employee must occasionally lift and/or move up to 25 pounds. 	