

TOWN OF SOUTHBURY

POSITION DESCRIPTION FULL TIME NON-EXEMPT

Department: Dispatch	Incumbent:	Title: Emergency Dispatcher
Date: SBOS Approved 05/20/2021		Grade: 9

Primary Accountabilities

The purpose of this position is to be responsible for receiving and prioritizing routine and emergency radio and telephone messages in the Police Department and for accurately and efficiently dispatching calls to public safety agencies (police, fire and ambulance). The Police Dispatcher is required to exercise judgment in performing the dispatch function and is responsible for maintaining and improving upon the efficiency and effectiveness of all areas of their responsibility.

Reports To

Resident Trooper Sergeant or shift supervisor.

Consults With

Various Emergency Services and related personnel.

Supervises

No one

Duties and Responsibilities

Receive telephone messages dealing with emergency situations; dispatch calls to public safety agencies to respond. Determine quickly the appropriate agency or units to respond, including police, fire, ambulance services, public works, and/or animal control.

Maintain contact with emergency vehicles to confirm their safety, duty status and availability for new assignments.

Answer non-emergency phone calls and provide assistance to callers; transfer calls to the appropriate person or department.

Monitor radio frequencies and communicate with personnel in the Southbury Police and Fire Departments, Training School, Public Works Department and Animal Control Department, as well as local ambulance and security services.

Record phone and radio calls in the required data systems for each call for service or police-initiated incident.

Access relevant databases to provide Police Officers with needed information, as requested, including CAD, COLLECT/NCIC, PRAWN and CT Firearms databases.

Assist the general public in the Police Department lobby as needed; monitor security cameras.

Communicate with CT State Police Troop A for every law enforcement call for service.

Monitor 911 systems for Ani/Ali issues.

Midnight shift responsibilities include providing the previous day's report to supervisory staff and providing the dispatch center with a list of the Police, Fire, EMS, and Animal Control scheduled for the following day.

Make phone calls on behalf of the Police Officer, Fireman or other requesting agency personnel for notification, information and assistance.

Monitor Town residents utilizing burn permits from Fire Marshal's office.

Make frequent and periodic contact with the public, Town staff, State agencies, and emergency contractors. Communication is typically over a phone and/or radio. There is some personal contact with the general public in the lobby. Contacts require a high level of efficiency, accuracy and diplomacy.

Conduct all work in a safe manner and ensure all work safety practices are followed.

Consistent on-site office and on-time attendance is essential for this position

Other Functions

Perform similar or related work as required, directed or as situation dictates.

Continue required training and professional development; keep current with trends.

Knowledge, Ability and Skill

Knowledge and skill in the operation of radio receiving and transmitting equipment, Town geography, and department organization, terminology and procedures;

Knowledge of dispatching protocols. Ability to read and understand laws, ordinances, department rules and instructions;

Knowledge and skill in operating a computer, E-911 emergency system, radio consoles, and dispatcher phone system;

Knowledge and skill in operating a computer. General knowledge of computer software as applicable to dispatching.

Ability to react quickly and calmly under emergency conditions;

Proficiency in oral and written communications. Ability to speak clearly, in a well-modulated voice

and use good diction. Ability to write reports and maintain routine records;

Ability to work independently according to policies and general objectives with only occasional reference of specific cases to supervisor. Ability to prioritize & multi-task;

Ability to establish and maintain positive working relationships and to deal diplomatically and effectively with contractors, other Town employees and the general public;

Ability to work various shifts as needed;

Ability to work weekends and holidays, as needed;

Ability to stay calm during emergencies and follow protocol;

High level of customer service skills.

Required Equipment Operations

Requires the operation of a telephone, personal computer, copier, facsimile machine and other standard office equipment, as well as dispatch equipment, including radios, an emergency 911 system, and specialized phone systems.

Required Physical Effort

Sitting at a desk or standing at an assigned location and working continuously for extended periods of time utilizing various office equipment; Lifting and carrying up to 20 pounds of supplies, equipment, permit plans and files without assistance.

Dispatch and administrative work is performed in a moderately noisy office with constant phone calls from the public and frequent contact with emergency and public safety personnel.

Required Qualifications

Education, Training and Experience:

Must have a High School degree and 1-2 years of customer service experience with preference for public safety experience; or any equivalent combination of education, experience and training. Ability to handle stressful situations.

Special Requirements:

Must be trained and maintain CT Telecommunicator Certification and EMD Certification in accordance with C.G.S. 28-30