

Job Description

Foster Police Department

DISPATCHER

**GENERAL SUMMARY:**

Under the general direction of the respective OIC/ Supervisor, the Dispatcher position receives citizen requests for assistance, provides radio dispatching services for the Foster Police Department, the Foster Fire Departments, Foster Ambulance Corps, including the initial deployment of public safety personnel and equipment, and perform record-keeping duties related to the position

**ESSENTIAL FUNCTIONS:**

1. Answer all incoming emergency and non-emergency telephone calls.

2. Dispatch police, fire, rescue, animal control, department of public works, via radio, to calls for service. Record and log all calls and times for responding units.

3. Record incoming complaint information through the department’s Records

Management Systems.

4. Operate the National Crime Information Center (NCIC) and R.I. Law Enforcement Telecommunications System. (RILETS)

5. Make telephone and radio calls for police requested support services such as

Fire/EMS requests, towing requests, Emergency Management Agency requests,

Utilities requests and other police department requests for assistance,

6. Operate a multi-line phone system that consists of multiple incoming lines,

911 emergency lines and multiple extensions throughout the department.

7. Operate the *ACORN* telephone digital recording system.

8. Operate all radio systems that may be operated on two radio channels or simultaneously with other channels. Follow Federal Communications

Commission (FCC) and Foster Police Department Rules and Regulations regarding radio procedures.

9. Acquire thorough knowledge of the location and layout of roads, town buildings, and other significant areas of the community. Maintain the site information for all town residents.

10. Monitor security cameras of cellblock and building interior/exterior and report any unusual activity to the officer-in-charge.

11 Disseminate information via e-mail, telephone and CAD systems, when required.

12 Keep the OIC and supervisors informed of officer activity and calls for service, including proper recording of in-coming requests for special details.

13. Prepare Uniform Crime Reporting statistics as required by NCIC and DOJ

14. Prepare BCI, fingerprints, gun checks, games of chance, vehicle identification checks, and other miscellaneous applications submitted.

15. Perform other tasks, as the OIC/Supervisor deems necessary, for the efficient operation of the department

**JOB REQUIREMENTS:**

Education/Training

1. High school graduate or general equivalency diploma

2. Computer literate

3. Clerical and typing experience or proof of training preferred

4. Must be able to complete an on-the-job training period

5. Possess excellent verbal and written communication skills

6 Ability to multi task.

**PHYSICAL REQUIREMENTS:**

1. Ability to work well under stressful conditions
2. Must be able to sit for long periods of time with the potential to work without scheduled break times.

**WORKING CONDITIONS:**

1. Exclusively in an office environment

2. Ability to work all shifts, including overnight shifts.

3. Ability to report to work in all weather conditions.

4. Available to work overtime in emergency conditions.

**SALARY RANGE:**

Union position stipulated by contractual agreement between the International Association of Fire Fighters , Local #3422 and the Town of Foster.