

JOB DESCRIPTION

Town of Smithfield

POLICE DISPATCHER

GENERAL SUMMARY:

Under the general supervision of the respective Shift Commander, the Dispatcher position receives citizen requests for assistance, provides radio dispatching services for the Smithfield Police Department, including the initial deployment of police personnel and equipment, and perform record-keeping duties related to the position.

ESSENTIAL FUNCTIONS:

1. Answer incoming emergency and non-emergency telephone calls;
2. Dispatch public safety personnel and equipment, via radio, to calls for service;
3. Record incoming complaint information through the Department's Computer Aided Dispatching System (CAD);
4. Monitor public safety personnel activities through the CAD system;
5. Disseminate information via e-mail and CAD systems, when required;
6. Operate the National Crime Information Center (NCIC) computer;
7. Make telephone and radio calls for police-requested support services such as: fire/EMS requests, towing requests, Emergency Management Agency (EMA) requests, and other police department requests for assistance;
8. Operate multi-line phone system that consists of multiple incoming lines, 9-1-1 emergency lines, and multiple extensions throughout the Department;
9. Operate the telephone/radio transmission recording system;
10. Operate a multi-channel radio system consistent with Federal Communications Commission (FCC) and Smithfield Police Department Rules and Regulations regarding radio procedures;

11. Acquire a thorough knowledge of the location and layout of streets, town buildings, and other significant areas of the community;
12. Monitor closed-circuit television of cellblocks and report any unusual activity to the officer-in-charge;
13. Direct walk-in requests for service to proper office in a professional and courteous manner;
14. Keep Shift Commanders abreast of officer activity and calls for service, including proper recording of in-coming requests for special details;
15. Perform other duties, as required by the Police Chief.

JOB REQUIREMENTS:

1. Must possess a high school or general equivalency diploma (GED);
2. Must possess proficiency in typing skills and Microsoft Word Processing System;
3. Must be able to complete an on-the-job training period;
4. Must possess excellent verbal and written communication skills;
5. Prior police dispatching experience and prior experience with law enforcement dispatch and records management system software preferred.

WORKING CONDITIONS:

1. Must possess the ability to work exclusively in an office environment;
2. Must possess the ability to work all shifts, including overnight shifts;
3. Must possess the ability to report to work in all weather conditions;
4. Must be available to work overtime in emergency conditions;
5. Must possess the ability to work well under stressful conditions, handling a variety of duties simultaneously.

PHYSICAL REQUIREMENTS:

This position requires a Police Dispatcher to perform all functions contained in this job description. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements necessary to accomplish the essential functions:

1. Must possess the ability to operate a computer, copier, and fax in an office environment;
2. Must possess the ability to lift up to twenty-five (25) pounds above waist level, such as supplies, copier paper and other bulky materials.

SALARY RANGE:

Union position stipulated by contractual agreement between Laborers International Union of North America (LIUNA) Local 1217 and the Town of Smithfield.

August 2023