

Town of East Lyme Job Description

Date: March 2022

Position: Public Safety Dispatcher

Department: Police

Reports To: Chief of Police or his/her Designee

Supervises: N/A

SUMMARY OF JOB PURPOSE:

Responsible for responding to emergency and non-emergency calls for law enforcement, fire and emergency medical services as well as city/county animal control, utilities and county/state road department service; identifies and dispatches appropriate public safety units; complies with Town policies and procedures to ensure the safety of all public safety responders and the public.

ESSENTIAL FUNCTIONS:

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

- Provides public safety dispatch services for emergency and non-emergency purposes for various agencies; keeps track of a wide variety of public safety responders, resources, personnel, incidents and trends.
- Receives, screens, and takes appropriate action on all emergency service calls to include 911 calls from the public requesting law enforcement, fire and EMS; determines nature and location of emergency, determines priority, dispatches emergency responders/units as necessary in accordance with established department policies and procedures; relays pertinent information to law enforcement and emergency services officers.
- Enters emergency assistance call information into the computer-aided dispatch (CAD); determines location of call; inputs, modifies, confirms and validates information into the COLLECT and NCIC systems; enters data for reports and records, processes forms and record files; queries system databases as requested; maintains records and files in accordance with established standards.
- Gives pre-arrival medical instructions. Monitors medical calls through pick up of patient
- Provides information, instructions and assistance to the public within scope of authority; provides detailed call information to first responders as needed; maintains status and awareness of unit locations; monitors message traffic and relays information as required.

ESSENTIAL FUNCTIONS: (continued)

- Receives and relays information regarding incidents and other activities to appropriate agencies and staff.
- Performs inquiries and criminal history checks for multiple law enforcement staff through COLLECT and NCIC systems; collects statistical data for reports; updates and ensures the accuracy of database.
- Adheres to COLLECT and NCIC administrative and security requirements, system sanctions, criminal history dissemination, etc., as required; ensures proper training, retraining and proficiency affirmation for staff utilizing the COLLECT/NCIC systems; prepares and maintains required documentation for state and federal audits.
- Enters, clears, maintains and validates department warrants; coordinates efforts with other agencies; maintains statistics on warrants and extraditions.
- Leads and/or participates in specific projects or programs related to the department or office to which assigned and will provide project/program update summaries and analysis as needed.
- Contributes to the efficiency and effectiveness of the unit's service to its customers by offering suggestions and directing or participating as an active member of a work team.
- Monitors prisoner(s) via video systems
- Represents the Town with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.
- Operates the Town's early warning siren and public address system for nuclear disaster and/or other major emergencies.
- Posts and maintains computer generated and video information on town access channel. Shows programs according to schedule.
- May train newly hired dispatchers.
- May provide after-hours contact for all town agencies.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Previous experience in radio communications and/or emergency management a plus.

Education and Experience:

High School diploma/GED; AND three (3) years of administrative support experience; OR an equivalent combination of education, training and experience. Knowledge of medical terms and first aid and/or emergency medical training desirable.

Required Knowledge and Skills

Knowledge of:

- Radio-telephone operations and procedures.
- Procedures used in operating Computer Aided Dispatch and 9-1-1 systems.
- Policies and procedures of receiving and processing emergency calls.
- Specialized computer systems/software currently used in the Communications Department.
- Geographic features and directional information.
- Policies and procedures of warrant and COLLECT/NCIC functions.
- General law enforcement codes, practices and methods.
- Call screening techniques and phone etiquette.

Required Knowledge and Skills (continued)

- Standard office practices and procedures, including records management.
- Communicating effectively in oral and written forms.

Skill in:

- Performing technical, specialized, complex, difficult or technical office support work.
- Reading and explaining rules, policies and procedures.
- Train staff in work processes and procedures.
- Compiling and summarizing information and preparing periodic or special reports.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.
- Working under pressure, exercising good judgment and making sound and timely decisions in emergency and non-emergency situations.
- Understanding and following oral and written instructions.
- Communicating clearly and concisely in writing during emergency and nonemergency situations.
- Recalling, identifying, and categorizing information.
- Performing the full range of public safety dispatching and 9-1-1 duties.
- Effectively listening to, communicating with, and eliciting information from upset, emotional and irate individuals.
- Techniques for and dealing successfully with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.

REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:

Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.

- EMD certifications within six (6) months of date of employment.
- COLLECT/NCIC certification within six (6) months of date of employment.
- State of Connecticut Telecommunications Certification within one (1) year of date of employment.

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mobility to work in a typical office setting and use standard office equipment; stamina to remain seated for extended periods of time; strength to lift and carry up to 20 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in person, over the telephone and over the radio.

Work is performed in a high call volume emergency dispatch environment, where there is limited opportunity for physical movement and the dispatcher must remain alert and responsive while observing computer display screen for uninterrupted periods of time; may be subject to extended work periods without relief, periods of high call volume, and stressful situations.