

POLICE DISPATCHER

GENERAL STATEMENT OF DUTIES: Receives, relays and records police alarms, intra-departmental calls and emergency calls; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Under the direct supervision of a Police Officer or Senior Police Dispatcher, an employee in this class has the responsibility for the operation of a two-way communications system in receiving, sending and monitoring messages in a municipal Police Department communication system. The incumbent in this position requires a high degree of accuracy and alertness in dispatching police vehicles to disorders and complaints in accordance with prescribed routine. A Police Dispatcher may be required to wear a prescribed uniform (not a police uniform), but does not perform general police duties. This work requires the ability to readily learn how to operate the specific police communication system and the ability to keep and maintain records of average complexity. Supervision is not usually a responsibility of this position.

EXAMPLES OF WORK: (Illustrative Only)

Receives, relays, and records police alarms, other messages, and signals coming in over the police communication system;

Receives complaints from the public concerning crimes and police emergencies;

Broadcasts orders to police patrol units to investigate complaints or incidents and relays instructions and/or questions;

Prepares and maintains a variety of logs, records and reports of all incoming and outgoing communications;

Receives, transmits and otherwise operates various communication devices and computerized information systems;

Maintains current frequency modulation checks for all cars and periodically checks to measure frequency modulation deviations of transmitters;

May perform clerical work of average difficulty including filing, typing (limited), and assisting in the taking of inventory;

May use computer application software in the performance of the job.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the methods and practices of operating radio equipment; good knowledge of the geography of the policing jurisdiction; working knowledge of Federal Communication Commission Rules and Regulations pertaining to transmitting and receiving messages by short wave radio; ability to perform calmly and efficiently in emergency situations; ability to learn how to operate police station equipment including communications equipment and automated data retrieval equipment; ability to effectively use computer application software; ability to follow oral and written instructions; ability to write legibly; clear diction; clerical aptitude; mental alertness; good judgment in emergencies; tact; courtesy; emotional stability; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and either: (a) one year of paid or verifiable, full time equivalent volunteer experience in a police or fire department, EMS or ambulance agency which involved working on automated equipment as a dispatcher; or (b) one year of military experience in a communications division which involved working on automated equipment; or (c) one year of experience which involved using the New York State Police Information Network; or (d) satisfactory completion of a training program as a Certified First Responder Emergency Medical Technician or Paramedic issued by the New York State Department of Health; or (e) satisfactory completion of a Basic Firefighter Training Course by the New York State Department of Fire Prevention and Control.

SUBSTITUTION: Completion of 30 credits in a college or university may be substituted for the required experience.

SPECIAL REQUIREMENT: Pursuant to the Federal Bureau of Investigation (FBI) CJIS Security Policy, police dispatchers are required to undergo both a Division of Criminal Justice Services (DCJS) and FBI criminal fingerprint based background check in order to train and become certified on the New York Statewide Police Information Network (NYSPIN) computer system.