

SENIOR POLICE DISPATCHER

GENERAL STATEMENT OF DUTIES: Performs supervisory and inspection duties over Police Dispatchers in a municipal Police Department; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of a ranking Police Officer, an incumbent of this position is responsible for the planning and supervision of the work of the Department's Police Dispatchers. This work is performed in accordance with general instructions regarding policies which are established and received from the Police Chief. An employee in this class is responsible for supervising complex procedures in the processing of incoming complaints, and in transmitting and monitoring radio messages. The Senior Police Dispatcher supervises a staff of Police Dispatchers and/or additional clerical personnel.

EXAMPLES OF WORK: (Illustrative Only)

Assigns work; reviews, records and maintains an accurate and detailed log of all reported activities;

Instructs new employees, in detail, in the specialized communications and clerical tasks to be performed;

Confers with commanding officer (administrative and/or staff services) regarding implementation of departmental policies;

Supervises and assists in the maintenance of all incoming and outgoing material;

Supervises and assists in the coding of data changes for computerized processing;

Supervises and assists in the receipt, transmission and operation of various communication devices and computerized information systems;

Supervises and assists with receiving and dispatching of police teletype and radio messages;

Supervises and assists with receiving and maintenance of warrant files;

Uses computer application software in the performance of the job.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the principals and techniques of electronic communication; good knowledge of the geography of the policing jurisdiction; good knowledge of modern police procedures and terminology; knowledge of Federal Communication Commission Rules and Regulations pertaining to transmitting and receiving electronic messages; ability to make quick and accurate decisions under pressure; ability to plan and supervise the work of others; ability to secure the cooperation of others; accuracy; mental alertness; good judgment on emergencies; tact courtesy; emotional stability; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and either: (a) two years 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, including or supplemented by one year of supervisory experience; or (b) two years of military experience in a communications division which involved working on automated equipment, including or supplemented by one year of supervisory experience; or (c) two years of experience which involved using the New York State Police Information Network including or supplemented by one year of supervisory experience; 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, including or supplemented by two years of supervisory experience; or (e) satisfactory completion of a Basic Firefighter Training Course by the New York State Department of Fire Prevention and Control, including or supplemented by two years of supervisory experience.

SUBSTITUTION: Completion of 30 credits in a college or university may be substituted for the required experience for a maximum of one year. There is no substitution for the required supervisory 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.