

<p style="text-align: center;">Town of Exeter, New Hampshire Position Description</p>

Position Title: **Dispatcher**

Department: Police
706

Reports To: Dispatch Supervisor

Date: September 2001

GENERAL SUMMARY:

Under the general supervision of the Dispatch Supervisor, responsible for receiving information from the public and dispatching the appropriate personnel to match the response dictated by the nature of the contact.

ESSENTIAL JOB FUNCTIONS*:

- Answers emergency telephone calls or emergency walk-ins to the department.
- Records preliminary reports of crimes, incidents, or requests for service.
- Dispatches Police, Fire, or EMS personnel to all requests for assistance; monitors active units and ensures sufficient back up or second response is available.
- Dispatches additional units and services required for maximum public safety.
- Monitors all alarm receivers and transmits active alarms to appropriate authorities.
- Responds to officer requests for information related to investigations.
- Disseminates information regarding wanted, missing persons, stolen vehicles, and other information received by teletype, telephone, or other means.
- Responds to inquiries and questions from the public.
- Maintains, prints, and files daily log of activities.
- Provides information to local and State agencies that contact department.
- Assists in updating business listings, including alarm and emergency contacts.
- Maintains a current listing of frequently used telephone numbers for state agencies, crisis numbers, court listings, and other related resources.
- Monitors inmates via the television screen.
- Monitors frequencies of surrounding towns and weather conditions.
- Assists records with pistol permits and parking.

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OTHER DUTIES AND RESPONSIBILITIES:

- Presents a professional image for the department.
- Promotes and maintains positive community relations.
- Performs other related duties as assigned.

PREPARATION, KNOWLEDGE, SKILLS & ABILITIES:

Duties require knowledge of radio transmission or computer skills equivalent to completion of a high school diploma and one to three years of related experience, or equivalent combination of education and experience.

State Police SPOTS Certification required.

Ability to learn the principles involved in the operation of radio, telephone, computer, and related communications equipment.

Ability to learn local and State laws and ordinances as required.

Ability to learn the Town's geographic areas.

Ability to assimilate a multitude of unrelated information and activities at once and identify possible emergency contingencies.

Ability to detect the scope and magnitude of an emergency and to think and act quickly, calmly, and accurately.

Ability to speak concisely and distinctly.

Ability to maintain required records and perform limited typing.

Ability to establish and maintain effective working relationships with others.

Ability to maintain the confidentiality of sensitive information.

SUPERVISORY RESPONSIBILITY:

This job has no supervisory responsibilities.

WORKING CONDITIONS/PHYSICAL DEMANDS:

Console/communications desk environment, subject to continuous telephone and radio calls and interruptions and high noise level.

Close eye-hand coordination and finger dexterity required to operate equipment.

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WORKING CONDITIONS/PHYSICAL DEMANDS (continued):

Confined to console/desk area.

Urgent, emergency calls, emotional callers, and short response deadlines produce recurring intervals of high stress.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.
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Approved 1/28/02

I, _____, have received a copy of this job description. I have read and fully understand the contents and responsibilities of this position.

Signature

Date