

Jurisdictional Class: Competitive
Adopted: October 21, 1991
Revised: March 21, 2016

POLICE DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for operating the police communication system during an assigned shift. Employees of this class must be able to function calmly in emergencies and to take appropriate action efficiently. Additional duties are of routine clerical nature. Work is performed under the general supervision of a higher ranking member of the department in accordance with established policy. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Operates all radio, telephone, and other communications equipment at the communication center;
Dispatches mobile and portable units to emergencies, crime scenes, and other locations where police response is needed;
Maintains continuous status and location records of patrol and emergency vehicles;
Operates magnetic tape logging devices used in making automatic records of radio and telephone transmissions, changing and storing tapes as required;
May monitor police and fire radio frequencies;
Operates teletype machine to secure and transmit information;
Obtains and transmits information for Police Officers on patrol from department files and teletype inquiries;
May monitor instruction alarms and dispatch personnel and equipment as necessary;
May maintain alarm records;
Operates eJustice Portal linking the department with various criminal justice agencies and with the New York State Department of Motor Vehicles, entering and extracting information needed by police personnel;
Contacts by radio the personnel of various municipal departments as needed in emergencies;
May operate fingerprint transmitter;
Operates photocopy, microfilm, and other office equipment;
Maintains communications files and performs other communication related clerical duties as required;
Compiles information for departmental reports;
May be responsible for monitoring and supervision of prisoners detained in the facility lockup in accordance with the New York State Corrections Commission Rules and Regulations on an as-needed basis;
Prepares a daily log of police activities.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Good knowledge of the operation of radio and telephone equipment;
Good knowledge of the geography of the municipality;
Ability to perform calmly and efficiently in emergency situations;
Ability to maintain records and prepare reports;
Ability to understand and follow oral and written instructions;
Clear diction.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma.