



Jamestown Police Department

JOB DESCRIPTION: Public Safety Clerk Dispatcher

Job Title: Public Safety Clerk Dispatcher	Type of Position: Full or Part-time, Non-Sworn
Unit/Division: Patrol Division	Reports to: Patrol Sergeant/OIC
Review: Every Three Years	Last review date: 6/1/22

GENERAL DESCRIPTION

Dispatchers are to maintain and run the dispatch office and communication system in an effective and efficient manner. The dispatcher receives all oral communications from the public and law enforcement personnel coming to the police station. He/she performs clerical work in support of several of the functions within the organization. Included in this position is the logging of assignment of vehicles, keeping various Departmental records and reports, and providing assistance to persons seeking information and instructions. He/she must be fully familiar with current Department rules and regulations, policies and procedures.

DUTIES AND RESPONSIBILITIES

1. Receive all incoming telephone complaints, and when necessary, make a record thereof in the dispatch log and assign the appropriate incident numbers.
2. Be accurate and exact in the performance of their duties, shall use tact and good judgment and shall keep their Shift Supervisor fully informed of all complaints, accidents, or unusual requests for police service. When in doubt about any procedure to be followed or action to be taken on any request for police service, they shall immediately consult the Officer in Charge.
3. In the performance of their duty exercise civility and courtesy and extend maximum consideration, understanding, and cooperation to the public and all members of the police department.
4. Dispatch immediately, without waiting for specific instructions, such police officers, ambulances, fire apparatus, and/or rescue equipment as may be needed to handle all such complaints and requests for police assistance, which ordinarily require such action.
5. Acquire thorough knowledge of the location of all streets, buildings, parks, or other information regarding the Town and shall, when necessary, disregard patrol beat boundaries in dispatching police vehicles to incidents requiring the immediate attention of the police. When in doubt in handling a call, they shall consult the officer in charge.

6. Log the status of all in service/out of service units and ensure that a sufficient number of units remain in service for the adequate patrol and protection of the patrol areas. If unable to contact an in service unit, immediately notify the officer in charge.
7. Alert field personnel being dispatched on hazardous calls with such information relating to the nature of the call as will enable them to take suitable precautions and shall so advise responding officers when such information is not available. When reported conditions indicate the need, dispatch two or more units to the scene.
8. Be calm, articulate, and concise when transmitting on the communications system. Be courteous in manner; not using profanity or vulgarity and refraining from using any angry or impatient tone of voice. Do not indulge in any conversations that do not pertain strictly to police matters.
9. Acknowledge all radio messages transmitted from mobile and portable units and take appropriate action.
10. Ascertain that the recording device monitoring telephone calls and building surveillance cameras are in proper and constant operating condition.
11. Remain at the desk at all times while on duty unless relieved by a competent person and do not allow any person to use department equipment and supplies unless authorized by the department.
12. Be familiar with and activate all emergency procedures of the department relating to hold ups, alarms, fires, medical aid, and other matters requiring police attention.
13. Carry out all paperwork assignments required, including but not limited to, IMC computer and NCIC/RILETS terminal, records, tow logs, and parking tickets.
14. Perform such other duties as their superior officers may prescribe.
15. Keep an accurate dispatch log.
16. Keep an accurate attendance and assignment log.
17. Answering the telephone and identifying themselves using their surname.
18. Review previous complaints and reports so that in the event someone calls regarding the complaint they will be able to provide assistance.
19. When a complaint is registered, obtain all necessary information needed to fill out the complaint report, including directions to the complainant. If a complaint is of a sensitive nature, direct the officer on duty to call the station with information regarding the complaint.

20. Be familiar with proper radio procedures and the operation of all department radios on all frequencies.
21. Be familiar with the operation of the NCIC/RILETS terminal. The NCIC/RILETS terminal is to be checked regularly for proper operation and for any incoming messages of importance to this department. In case of an NCIC/RILETS breakdown, call for repairs.
22. Upon request, obtain NCIC, registration and license data checks for the officers on patrol. Upon receipt of the requested information contact the police officer and advise.
23. Assist the officer on duty in obtaining a wrecker, fire apparatus, ambulance, etc. Notify the officers when the requested assistance has been obtained.
24. Assist the public in obtaining information regarding directions.
25. Assist arresting officers in completing various tasks including but not limited to: arrest folders, arraignment paperwork, and court complaints.
26. Dispatchers will perform such other duties as their superior officers or the Chief of Police may prescribe.

JOB REQUIREMENTS

1. Must have demonstrated ability to operate various office equipment, including but not limited to: police radio equipment, computers, and assorted police related technological equipment.
2. Must possess requisite written, interpersonal, and administrative skills.
3. Must possess the ability to work effectively, efficiently, and tactfully with the general public.
4. Possess exceptional verbal communication skills, interacting with the public daily, in a courteous and professional manner.
5. Must possess the ability to multitask with assignments.

PHYSICAL REQUIREMENTS

1. Must possess the ability to work well under stressful conditions; handling a variety of duties simultaneously.
2. The employee may occasionally lift and/or move objects up to twenty-five (25) pounds. Specific physical abilities include close vision and the ability to use computer monitors for a long period of time, as well as the ability to communicate verbally in person and on the phone.

WORKING CONDITIONS

1. Performance exclusively in an office environment.
2. Working conditions (light, noise level, temperate, etc) are typical (primarily) of an office setting.
3. Ability to work all shifts, including overnight shifts.
4. Ability to report to work in all weather conditions.
5. Available to work overtime in emergency conditions.