

DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for receiving and referring complaints and for the efficient dispatch of messages to Law Enforcement Personnel. Work is performed under general supervision in accordance with established policy. Employees in this class must exercise good judgment in response to emergency situations. Incumbents perform related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) On assigned shift takes all incoming complaints on the police telephone; Operates radio equipment to dispatch police and emergency vehicles; Maintains police logs; Receives complaints at police desk, interviews persons concerning their complaints and refers them to police officer when necessary; Records and files complaints and accident reports.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of the operation of radio and telephone equipment; Good knowledge of the geography of the municipality; Familiarity with police terminology, procedures and equipment; Ability to operate a personal computer for data entry; Ability to maintain records and prepare written reports; Ability to understand and follow oral and written directions; Clerical aptitude; Mental alertness; Good judgment; Good hearing and clear diction; Courtesy; Physical condition commensurate with the demands of the position.

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

SPECIAL REQUIREMENT: Successful certification as a NYSPIN operator within 6 (six) months of appointment.

Revised 2/13/86

Reviewed 2/9/01; 7/6/09; 12/20/11

Revised 4/16/03, 1/25/07