

Job Description
for
DISPATCHER

Summary

The Dispatcher performs public safety communications tasks in technical and operations duty areas specific to the position.

The Dispatcher operates the communications teletype (SPOTS), CAD, computers, the communications telephone system, a TDD, and office equipment, maintains a teletype log, a radio log, dispatches calls for service to Officers and support including Lincoln Fire Department and Linwood Ambulance.

The most important and essential job function of the position is attitude and includes the following: getting along with co-workers, cooperating with co-workers, responding politely to the public, working as a team member, functioning under intense time pressure and responding in a positive manner to supervision.

The member may perform other related duties and tasks, as required and shall have the physical, mental and emotional abilities to perform the essential job duties of the position.

Education

- High School or GED
- Two-year College Degree Preferred

Required Education, Professional Certification or License:

- NCIC operator certification by NH State Police within probationary period

Required Professional Experience:

- Demonstrated proficiency of keyboarding 25 wpm with no more than 5 errors

Status

- Civilian

Blood and Viral Pathogen Risk

- Office Setting

Environmental Conditions

- Indoor high stress position

Required Skills and Knowledge

- Knowledge of other agencies
- Knowledge of Lincoln Police General Orders
- Knowledge of Privacy Act
- Knowledge of resources
- Knowledge of radio communications codes and signals and Unit identifications
- Knowledge of geographical area
- Knowledge of filing system
- Basic knowledge of NH RSA's and Town Ordinances
- Knowledge of Criminal Justice System
- Knowledge of TDD system
- Knowledge of location of logs and books
- Knowledge of document contents
- Ability to accomplish more than one task at once
- Ability to concentrate under stress
- Ability to read and write English
- Ability to communicate verbally
- Ability to operate office equipment
- Organizational skills
- Analytical skills
- Computer skills
- Keyboarding skills
- Telephone skills
- Interpersonal skills

Physical Requirements

- Bend/squat
- Lift 30 lbs.
- Walk
- Sit for long periods
- See at a normal range or with accommodation
- Hear at a normal range or with accommodation
- Speak English understandably
- Manual dexterity
- Recognize colors
- Ambulate independently
- Reach
- Mental alertness

Essential Duties

Technical

- Operate communications teletype
- Dispatch call
- Operate computer
- Operate telephone system
- Operate telephone device for the deaf (TDD)
- Operate office equipment

Operations

- Maintain teletype log
- Maintain radio log
- Maintain professional training