

East Windsor Police Department

CLASS TITLE: Radio Dispatcher

CHARACTERISTICS OF THE CLASS:

Employees in this class are required to have the ability to effectively communicate over all communication equipment and with those persons they come in contact with. The position requires the keeping of accurate records and logs, the ability to respond calmly and rapidly to all emergencies, the willingness to work various shifts, and to perform work and assignments as may be required.

SUPERVISION RECEIVED:

Supervision and assignments are received from superior officers, and carried out in accordance with established policies, rules and regulations, and orders and directives whether verbal or in writing.

EXAMPLE OF DUTIES:

Prepares and keeps accurate telephone, dispatching, and other forms and logs as may be required. Distributes all pertinent information to field personnel, and acts on requests for support services or other information. Supplies information to the public and other agencies as may be required.

WORKING CONDITIONS:

Employees in this class are required to report to duty under all conditions of weather, and to work various hours and days of the week.

ABILITY:

Ability to be trained in all aspects of radio communications and dispatching responsibilities. The ability to react quickly and calmly to emergency situations as may be presented while dispatching. The ability to establish and maintain a working relationship with associates and the public. The ability to deal firmly, fairly, and courteously with the public. The ability to understand and execute written and oral instructions. The ability to prepare clear and comprehensive records as required.

PERSONAL ATTRIBUTES

Physical and mental courage. Honesty and loyalty. Neat personal appearance. Ability to work under unpleasant working conditions. Emotional stability. Ability to observe and recall details.

Ability to think quickly and act decisively in emergencies. Ability to handle leadership and resourcefulness.

INVESTIGATION OF FITNESS:

The employee may be investigated in order to secure evidence of their honesty, integrity, and general character. Evidence of habitual use of intoxicants and drugs, moral turpitude, disrespect for the law, unethical dealings, and any material misstatement of fact on the employment application or other forms will be considered sufficient grounds for rejection.

MINIMUM QUALIFICATIONS:

Applicants must be nineteen years of age by completion of probationary period. Graduate from a standard high school or recognized equivalency. Must have a working knowledge of personal computers. Possess a valid Connecticut driver's license. Applicants must be a United States citizen. Those persons who have a criminal record or have been dishonorably discharged from any police department, fire department, or from the armed forces of the United State are ineligible. Candidates will be probationary trainees until they have completed their one-year probationary period which may only be extended 6 months.

Please Note: Position may require successful completion of a written, oral, physical, and psychological examination.