

EMERGENCY TELECOMMUNICATIONS DISPATCHER

JOB SUMMARY

The Emergency Telecommunications Dispatcher (ETD) serves as the main receiving and processing point for virtually all E9-1-1 telephone calls, other emergency calls, business calls and teletype communications for the police department. The ETD also greets and renders assistance to the public entering the police department. By following department policy and procedures and by employing common sense, the ETD performs the highly responsible task of receiving police, fire, ambulance and municipal service calls and dispatching personnel to the proper location. The ETD is responsible for operating a multi-frequency radio system, multiple computer systems, as well as for answering multiple phone lines and operating the Enhanced 9-1-1 Public Safety Answering Point consoles. Each ETD also performs various clerical duties. The ETD works under the direct supervision of the shift Lieutenant/Sergeant or officer in charge, and the Emergency Telecommunications Dispatch Supervisor (ETDS).

SUMMARY OF DUTIES & RESPONSIBILITIES

1. Employ common sense while communicating with police department personnel and the general public in a calm, civil and professional manner to project a positive image to the public and other employees.
2. Skillfully manage emergency and non-emergency calls. Effectively handle calls, by calming and reassuring hysterical callers and, when necessary mitigating the effect of rude, abrasive and uncooperative callers.
3. Receive, evaluate and prioritize calls in a timely manner; dispatch appropriate emergency personnel; and, manage and control multiple concurrent communications in an orderly fashion, while gathering sufficient detailed information from the reporting party to disseminate to responding personnel.
4. Keep abreast of all police policy & procedures, rules & regulations, guidelines and directives.
5. Log all incoming emergency and non-emergency service calls into the department's computer system, or other record storage media.
6. Enter and retrieve data via the Criminal Justice Information System (CJIS) computer as required. Monitor this computer system at all times for incoming messages, urgent broadcasts, etc.
7. Have a thorough knowledge of the geography of the Town of Palmer, including its villages. Be familiar with locations and layouts of streets, housing complex areas, commercial and industrial areas, parks, and all other significant areas.

8. Determine the initial deployment of personnel to crime scenes, motor vehicle accidents, fires or any other type of emergency or non-emergency call.
9. Maintain files of all arrest and incident reports. Maintain and justify all computer and hard copy tow logs. Maintain files on all civil and warning citations. Enter dispositions on citations and refile. Assist in creating arrest folders for reports.
10. Receive and process requests for incident and accident reports. Keep a ledger of all monies received from these requests.
11. Maintain the computerized daily police and public dispatch logs. Print copies as required.
12. Enter and maintain all Trespass Notices.
13. Monitor and maintain the voice recorder for phone lines and radio transmissions. Change and archive tapes when necessary.
14. Monitor and maintain the E9-1-1 printers, in-house printers, and the LEAPS/CJIS printers to make sure they are operating properly. Monitor FAX machine and replace paper as necessary. Photocopy blank FAX Cover Letter forms.
15. Maintain file on all 209A/Restraining Orders, and all other protective orders.
16. Assist in the training of new Emergency Telecommunications Dispatchers.
17. Schedule appointments and note cancellations for applicants for firearm licenses.
18. File Automated Locator Index (ALI) Discrepancy forms on incorrect addresses received as the result of E9-1-1 calls.
19. Direct, reroute or transfer calls received for service out-of-jurisdiction to appropriate police, fire or ambulance services.
20. Monitor, via video and audio equipment, all persons in police custody held in the cellblock and/or juvenile/female detention room. Conduct physical checks of detainees when required, recording these checks on the departments recording device designated for this purpose. Notify the shift supervisor of all unusual or potentially dangerous behaviors by detainees.
21. Run records checks, including a missing & wanted checks, Board of Probation (BOP) checks, Interstate Identification Index (III) checks, Suicide Inquiries, and driver's license checks on all persons taken into custody. Print a hard copy of these checks for the investigating or arresting officers. Notify Shift Supervisor of a positive Suicide check.
22. Call in matron or monitor for any suicidal or other high-risk person in custody.

23. Maintain the security of all records within the police department. Do not divulge information of a confidential nature, particularly that which relates to police department business.
24. Assist fire departments and ambulance service in obtaining mutual aid when requested by that department.
25. Be able to work alone in highly stressful situations, and perform multiple tasks without assistance during these situations.
26. Report any deployment of officers beyond their regularly assigned areas to the shift supervisor.
27. Inform the shift supervisor when contact with a patrol officer cannot be made after a reasonable amount of time.
28. Inform the shift supervisor whenever a police vehicle is out of service.
29. Be thoroughly familiar with the department's procedures for using radio and communication equipment.
30. Be trained and certified in, and be able to demonstrate proficiency in the operation of the Enhanced 9-1-1 telecommunication system; Cardio-Pulmonary Resuscitation; Advanced First Aid (First Responder); Automated External Defibrillator (AED) use; Suicide Prevention; operation of the LEAPS/CJIS Computer; and, any other device or program deemed necessary to perform the basic functions and responsibilities of an Emergency Telecommunications Dispatcher.
31. Be proficient in the use of the police department's in-house computer system, including record keeping and computer-aided dispatching (CAD) software.
32. Maintain a telephone directory containing telephone numbers of department personnel, other police departments, and other pertinent telephone numbers utilized by the department.
33. Maintain security of key box in Dispatch area.
34. Note in the daily log, any occurrence where an employee calls in sick time, personal time, etc. Fill vacant shifts per department policy, using pagers or any other method necessary. Note all absences on the department roster.
35. Fill any vacant shift or outside detail that is posted, per department policy.
36. Perform other duties as assigned by the Chief of Police or his/her designee.

37. Receive pawn slips from pawn shop, run a stolen check in the CJIS computer on every item pawned. Enter pawned items in to IMC. Fax pawn slips to area police departments. Maintain records of all items pawned.
38. Enter Trespass notices and maintain and update trespass notices file.
39. Check, and print all daily police logs and maintain file of all logs. Reprint logs as needed if changes are made on arrest, incident or accident numbers.
40. Proofread and edit various reports and sent to Lieutenant for corrections to be made.
41. Check new additions to Master Names File via assigned social security numbers check CJIS computer for social security numbers and add update files.
42. Copy voice recordings of 911 calls and radio transmissions upon request
43. Enter and maintain files on racial & profiling gender slips.
44. File civil and warning citations.
45. One Civilian Dispatcher trained in registering of all levels of Sex offenders per the Massachusetts Sex Offender Registry Board. Registering and fingerprinting.
46. Any other dispatch, clerical or miscellaneous duties as assigned by the Chief of Police or his designee.