

DISPATCHER/RECORDS ASSISTANT**Definition**

Under general supervision, receives 911 police, alarm and medical emergency calls, answers non-emergency calls for public safety and other Town departments; provides a variety of office support work to public safety staff and the public; prepares, processes and distributes a variety of reports, records and other documents following standardized instructions; and performs related work as required.

Class Characteristics

This class provides non-sworn emergency dispatch and police records and related specialized office support work required for the Police Department. Responsibilities are centered on extensive contact with the public, in person and over the telephone, in both emergency and non-emergency situations to receive, transmit and provide factual information, forms and reports. The work involves coordinating interdepartmental coordination within the Town as well as with other agencies throughout the County. All activities must be performed within specified legal guidelines. This class is distinguished from other Town technical office support classes in that the work requires knowledge of law enforcement and dispatching policies and procedures in addition to standard office support skills. It further differs from Senior Dispatcher/Records Assistant in that the latter provides scheduling, training and work review to dispatch/records staff.

Examples of Duties (Illustrative Only)

- Receives and evaluates 911 police, alarm and medical emergency calls and related business calls for the Town during specified hours; dispatches appropriate public safety staff; provides information and/or transfers calls to the appropriate department, agency or response organization.
- Logs call data in a written or automated format; monitors calls after initial dispatch to provide additional coordination, support or information.
- Accesses federal, state and local law enforcement information data bases to obtain information regarding outstanding warrants, criminal history, records information and vehicle data, relays such information to sworn staff.
- Provides initial non-emergency contact with the public and representatives of other agencies for the requesting of police records or for fire or related services at a public counter or over the telephone; determines the nature of the contact; provides factual information regarding services, policies and procedures, or directs the caller to the proper individual or agency.
- Following specific legal guidelines, prepares and distributes copies of police and other reports to individuals and agencies requesting such reports; explains requirements and limitations and collects alarm fees, prepares receipts and balances fees for services.
- Assists in the preparation and processing of a variety of warrants, reports and records, using a word processor and/or typewriter and following established formats.
- Distributes reports and records to the proper individual or agency, such as the District Attorney, Town Attorney, Probation Department, Sheriff's Office or court, following established procedures.

- Maintains accurate departmental records and files; researches and compiles information from such files;

Qualifications

Knowledge of:

- Terminology and procedures used in public safety dispatching.
- Operation of communications equipment, including multiple telephone lines and radio systems.
- Law enforcement document processing policies and procedures.
- Standard office practices and procedures, including filing and the operation of standard office equipment.
- Applicable regulations, policies and statutes.
- Business arithmetic.
- Correct English usage, including spelling, grammar and punctuation.
- Computer applications related to the work.
- Record keeping and filing principles and practices.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.

Skill in:

- Assessing and prioritizing emergency situations while remaining calm and using sound, independent judgment.
- Memorizing codes, names, street locations and other information.
- Attending to multiple activities simultaneously.
- Obtaining necessary information from individuals in stressful or emergency situations.
- Performing detailed and responsible office support work.
- Applying and explaining policies, procedures and regulations.
- Compiling and summarizing information to prepare clear and accurate reports.
- Maintaining accurate records and files.
- Understanding and following oral and written directions.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Typing or word processing at a rate of 40 net words per minute.

Education and Experience:

Equivalent to graduation from high school and two years of any combination of dispatching, general office support, or secretarial experience, preferably in a law enforcement setting.

Physical Demands:

Must possess mobility to work in a standard office setting and use standard office equipment; stamina to maintain attention to detail and work on a computer for an extended period of time; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Working Conditions:

Must pass a detailed background investigation. May be required to work holidays, weekends and off-hours shifts.