

TOWN OF WILLISTON
Job Description

POSITION TITLE: Dispatcher
DEPARTMENT: Police Department
PAY GRADE: 8
FLSA STATUS: Non-Exempt
EMPLOYMENT: Part-time, as needed, up to 24 hours per week

SUMMARY:

The part-time Dispatcher position is responsible for answering emergency and non-emergency calls for multiple public safety agencies. Timeliness and active listening are of the utmost importance in this role. This position also tracks a variety of public safety responders, personnel, incidents, and trends.

Town of Williston Dispatchers work in unison with Town of Essex Dispatchers and are co-located at the Essex Police Department.

DUTIES AND RESPONSIBILITIES:

- Receives and processes emergency and non-emergency requests for police, fire, emergency medical services (EMS), animal control, utilities, and county and state road department services.
- Answers incoming emergency and non-emergency calls and in-person inquiries. Determines the appropriate need for assistance.
- Listens and communicates patiently and effectively to elicit necessary information, including details such as nature of and location of call.
- Takes appropriate actions to prioritize and triage calls.
- May prepare initial reports of late-reported incidents or crashes.
- Dispatches and relays information to appropriate personnel or agencies during emergencies.
- Updates personnel of newly acquired information related to calls for service.
- Monitors and responds to radio communications in accordance with department training, general orders, and procedures.
- Records information concerning all incoming calls in an appropriate computerized records management system and/or in accordance with department general orders.
- Maintains confidentiality regarding ongoing and past criminal investigations and public safety operations.
- Makes frequent contact with the public, other Town departments, and other municipal, county, state, or federal agencies.
- Reports to the on-shift supervisor any deployment of police officers beyond their regular duties, vehicles being taken out of service, when officers cannot be contacted, malfunctions of dispatch equipment, or other situation that calls for supervisory notification.
- Acquires and maintains thorough knowledge of the location and layout of streets, buildings, parks, housing projects and other significant areas of the community to maximize dispatch accuracy and speed.

- Learns and maintains familiarity with emergency procedures that relate to matters requiring urgent police, fire, and ambulance attention to be capable of activating them immediately.
- Monitors closed-circuit video systems to ensure station security and the proper supervision of persons confined.
- Complies with all county policies and procedures to ensure the safety of all public safety responders and the community.
- Other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must have clear and concise communication skills and ability to follow procedures.
- Ability to prioritize and triage calls and take appropriate actions in a timely manner. This includes 911 calls from the public requesting police, fire, or EMS.
- Possess excellent customer service skills and ability to remain calm and compassionate during interactions with distressed individuals.
- Ability to determine the nature of and location of calls.
- Proficiency in typing and computerized record-keeping.
- Aptitude for learning common office and public safety-related computer applications.
- Ability to obtain a working knowledge of Town and department policies; procedures, rules and regulations; and geography of service area.
- Ability to maintain confidential information, and use discretion and independent judgment.
- Must be fluent in English with strong oral and written communication skills.
- Competency in reading and interpreting documents and correspondence to include, but not limited to, routine mail, police reports, safety rules, operating and maintenance instructions, state statutes, ordinances, and procedure manuals.
- Must establish rapport and communicate with department members, community members, offenders, other criminal justice agencies, varying service organizations, and the like; exchanging, collecting, obtaining, information in the exercise of department operations.
- Must be able to work with a diverse workgroup as a team and not allow personal feelings or philosophies to interfere with the essential functions of the position.
- Capacity to make critical decisions accurately and calmly in emergency situations.
- Ability to operate radio, phone, recording, and related communications/office equipment.
- Ability to quickly develop skill and speed in the operations of communications equipment and to demonstrate knowledge of public safety practices and procedures.
- Ability to understand and follow complex oral and written instructions.

SUPERVISION RECEIVED:

This position receives direct supervision from the Dispatch Supervisor.

SUPERVISION EXERCISED:

This position does not exercise supervisory responsibilities.

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent, supplemented by coursework or experience in typing, clerical work, office equipment, communication systems, or an equivalent combination of training, education, and/or experience which demonstrates possession of required work knowledge, skills, and abilities.
- Must pass a comprehensive criminal background check.
- NCIC certification required.

PHYSICAL REQUIREMENTS:

Dispatchers operate standard office and communications equipment and must have good hand-eye coordination, finger dexterity, and fine motor skills. The role requires frequent communication via various methods and the ability to exchange and record accurate information. Occasional light lifting and carrying (25 pounds and under) may be necessary. There is often limited opportunity for physical movement. Dispatchers must remain alert and responsive while observing computer display screen for uninterrupted periods of time and may be subject to extended work periods without relief, periods of high call volume, and stressful situations.

WORK ENVIRONMENT:

Dispatch activities take place in an office setting with a typically moderate noise level. The environment can be highly stressful, and Dispatchers must maintain composure and have emotional resilience during emergencies and distressing calls. Work schedules vary and may include nights, weekends, holidays, and possible overtime. Part-time schedules will be defined based on department needs and availability.

EQUAL EMPLOYMENT OPPORTUNITY:

The Town of Williston is an Equal Employment Opportunity Employer.

DISCLAIMERS:

The above information is intended to describe the general nature of this position and should not be considered a comprehensive statement of duties, activities, responsibilities, requirements, and work environment. Additional duties, activities, responsibilities, and requirements may be assigned, with or without notice and at any time, and additional work environment characteristics may apply.

This job description is neither an employment contract nor a promise of work for any specific length of time.

SIGNATURES:

Employee Acknowledgement

I have received and understand the requirements, essential functions, and duties of this position.

Employee *Date*

Approvals

Department Head *Date*

Manager, Town of Williston *Date*

Job Description Effective Date: 9/04/2024