

TOWN OF North Providence

Job opening (outside public posting)

JOB TITLE: Police Dispatcher

DEPARTMENT: Police Dept

REPORTS TO: PATROL DIVISION COMMANDER

JOB SUMMARY:

Police Dispatchers in the North Providence Police Department perform highly responsible duties. They handle the reception and dispatching of emergency and routine calls to the Police Department in order to protect life and property of the citizens of the Town of North Providence. They must insure calls are answered and transferred in a timely, professional, and also perform secretarial desk duties required for day to day operations of the Police Department.

ESSENTIAL JOB FUNCTIONS:

Uses a computer-aided dispatch system, receive emergency calls from the public requesting Police assistance. Determine the nature and location of an emergency; determine priorities, and dispatch units as necessary and in accordance with established procedures; Receive and process 911 emergency calls; maintain contact with all units on assignment, maintain status and location of all Police units; Monitor direct emergency alarms; answer non-emergency calls for assistance; Enter, update and retrieve information from a variety of computer systems; Monitor several complex public safety radio frequencies. Operate a variety of communications equipment, including radio consoles

MATERIAL AND EQUIPMENT USED:

Radio, Telephone, and related equipment

General Office equipment

Recording equipment

Camera surveillance equipment

In-House Computer System and Printers

LCD Display Alarm

Computer Mainframe and Back-Up equipment

MINIMUM QUALIFICATIONS:

Education and Experience:

High School Graduate or GED equivalent

Must be able to type a minimum of 20 words per minute as certified by the RI department Labor and Training (Certificate required)

Must be able to provide a medically certified document that he/she has passed a hearing test (prior to hiring)

Must be able to provide a medically certified document that he/she has passed an eye examination (prior to hiring)

Minimum of 1 year experience in the Police Dispatching Field preferred

Mental and/or Physical Ability To:

Read and understand written directions, text, numbers and legal terminology.

Learn proper dispatch procedures, including analyzing incoming information to determine the Level of resources required and the ability to prioritize calls.

Learn to operate radio, telephone, and related equipment operations.

Perform multiple tasks concurrently.

Maintain a calm, measured demeanor during periods of extreme stress.

Assimilate information and respond quickly.

Handle a wide variety and large volume of emergency calls. Establish effective professional working relationships with other Communications Operators, Supervisors, Police Officers, the general public, ambulance companies, wrecker companies, Fire service and EMS personnel, and members of other public safety agencies.

Hear, understand and orally communicate detailed information accurately and completely. Speak clearly and distinctly.

Deal courteously, professionally, and firmly with upset callers in order to obtain critical Information.

Sit for prolonged periods of time. Employees are occasionally required to walk, stand, and/or move objects of up to 10 pounds.

See and read a computer screen and a variety of written materials, all of which require close vision abilities.

Employees must be able to reach and extend hands in any direction as well as handle, hold,

grasp, turn, or otherwise work with hands.

Write reports and correspondence

Working Conditions:

Must be able to work a rotating shift or flexible hours as assigned. Some shifts may require extended stays at work exceeding 24 hours at one time due to a declared state of emergency (assigned shift schedules are dictated by union collective bargaining agreement)

May be subject to called back to work while off duty (as described by collective bargaining agreement)

Duties are performed in an office environment. Noise is generally quiet to moderate

The employee may be exposed to situations that could cause mental stress

REQUIRED TO SUBMIT WITH APPLICATION

Copy of Typing Certification issued by the Department of Labor and Training minimum of 20 words per minute

CONDITION OF EMPLOYMENT:

Must pass a Police Department criminal background investigation, including fingerprinting as described by the Chief of Police (prior to hire)

Required to submit to an alcohol/drug screening (prior to hire)

Produce a medically certified document from a licensed physician stating that a hearing test was completed on applicant and that applicant is capable of performing the tasks of Police dispatching (prior to hire)

Produce a medically certified document from a licensed physician stating that an eye test was completed on applicant and that applicant is capable of performing the tasks of Police dispatching (prior to hire)

Must pass a RILETS certification as required by the Rhode Island State Police (within 90 days of employment)

Must pass a NCIC certification as required by the Rhode Island State Police (within 90 days of employment)

Must pass a NAED National Telecommunicator Certification course (within 6 months of employment)
Paid for by the town of North Providence

Must pass an on the job training program performed by the Dispatchers on duty overseen by the Patrol Shift Commander (within 90 days of Employment)

Must agree to terms of LIUNA Local 1033 Collective bargaining agreement

POST APPLICATION PROCESS

A selection committee of up to three personnel as appointed by the Police Chief and the Communications Director will perform the selection process. After the application submittal period has ended the committee will perform an initial interview process with each applicant. Next the committee will select the top 15 applicants to continue to the evaluation process. Applicants with past experience will be preferred. The evaluation process will consist of a typing skill evaluation, memorization evaluation, and a speech evaluation. Applicants will be scored by each committee member separately followed by a combined score for each evaluation. At the conclusion of the evaluations, the top 6 applicants will be chosen for a second interview. At the conclusion of the process the top six applicants will be ranked from 1 to 6 with the ability to choose from the top 3 applicants.