

TOWN OF NORTH PROVIDENCE

Full Time Job opening

JOB TITLE: POLICE DISPATCHER

Step-1 \$27.12 Hour X 40 Hours

DEPARTMENT: COMMUNICATIONS

REPORTS TO: DIRECTOR OF COMMUNICATIONS

JOB SUMMARY:

Police Dispatchers in the North Providence Communications 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 15 words per minute.

Must be able to provide a medically certified document that he/she has passed a hearing test in Accordance with NENA Hearing Standards for Public Safety Telecommunicates NENA-STA-007.2-2014 (prior to hiring). Hearing – Must have sufficient hearing in both ears to perform essential tasks without posing a direct threat to themselves or others.

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

- Visual Field Performance must be 120 degrees in the horizontal meridian combined. Corrected vision must be at least 20/30 (Snellen) when tested using both eyes together.
- Color Vision
- Applicants must be able to distinguish red, green, blue, and yellow as determined by the HRR Test, 4th Edition.
- Red or green deficiencies may be acceptable, providing the applicant can read at least nine of the first 13 plates of the Ishihara Test.
- Applicants who fail to meet the color vision standard may meet the standard by demonstrating that they can correctly discriminate colors via a field test conducted by a licensed health professional.

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

Resume

Town Application

Copy of valid Driver's License

CONDITION OF EMPLOYMENT:

Must pass a Police Department criminal background investigation, including fingerprinting as described by the Chief of Police (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 an on the job training program performed by the Dispatchers on duty overseen by the Patrol Shift Commander (within 90 days of Employment)

Download application from
https://northprovidenceri.gov/pdf/personnel/Employment_Application.pdf

PLEASE SUBMIT APPLICATION AND RESUME
TO commsdirector@northprovidenceri.gov

Questions, please contact: commsdirector@northprovidenceri.gov

DEADLINE:
Posted on February 13, 2026
Open until filled

North Providence is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.