

NORTHFIELD MUNICIPALITY JOB DESCRIPTION
PRIMARY PUBLIC SAFETY
ADMINISTRATIVE/DISPATCHER

The Northfield Police Primary Public Safety Administrative/Dispatcher is a Full-time employee of the police department who is certified and able to provide telecommunications service at all levels of law enforcement and the community.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Responsible for answering incoming calls to the police departments by way of normal 7-digit telephone numbers

Collect pertinent information from callers and disseminate that information to responding units or agencies

- Determine the priority level of requests for services and mitigate those calls that can be handled without a need for committing department resources to a response
- Provide pre-arrival emergency medical instructions where needed
- Operate the radio systems for the police and fire departments, mutual aid support channels and town agencies
- Monitor and dispatch for all police alarm activations
- Maintain the CAD records of all responses and services provided by the police department
- Receive requests for other town services (water, sewer & electrical) after hours, on weekends and holidays and initiate the appropriate notifications
- Process all paperwork, data entry and alert notifications for all missing persons, stolen vehicles, arrested individuals, etc
- Keep senior police staff and town officials informed 24-hrs a day of noteworthy incidents and emergencies
- Responsible for greeting and providing services to visitors to the police station's lobby
- Handle/sort in and outgoing mail
- Generate Press Release information from CAD
- Make copies of case paperwork
- File cases completed/closed casework
- Establish and maintain a department e-mail account in your name

In Support of Police Operations

- Receive initial calls for services and determine nature, location and severity of emergency or services required
- Obtain pertinent caller/witness information for current or future investigation of the incident
- Obtain suspect/crime information, enter into CAD and provide to responding units
- Dispatch appropriate resources to the incident ensuring adequate manpower on-scene as well as to maintain sufficient remaining coverage town wide
- Maintain constant contact with persons reporting crimes in progress keeping them calm and relaying that information in a real-time manner to responding officers
- Broadcast (and receive broadcasts) to/from surrounding communities regarding crimes occurring in and around town
- Maintain radio contact with officers on scene to keep the police officer-in-charge informed
- Notify additional resources as requested by the Primary Patrol Officer (Detectives, Crime Scene Investigators, Accident Reconstruction, Medical Examiner, Tactical Teams, Senior Staff, etc.) and maintain an accurate information flow with them
- Provide an effective link to outside support agencies (Fire, Water, Light, Highway, Tow Companies, etc.)
- Interact with Department Of Motor Vehicles- DMV, Criminal History-VCIC, National Crime Information Center-NCIC-databases via computer with incident related queries
- Testify in criminal court as to the authenticity of archived recordings and with regards to actions taken during the call taking/dispatching evolution
- Support all police department primary and secondary officers with data entry/gathering and other services as needed
- Inventory control of all necessary supplies needed for operation
- Ability to plan, lay out, and work your scheduled shift performing varied operations connected with police activities.
- Attend and request training based upon mandates and your interests
- Understand and follow all department policies and procedures in accordance with Federal and State mandates and requirements
- Preparation of required reports and reporting forms

- Maintain accurate records on all police investigations
- Assist in the development of crime prevention programs
- Provide assistance to neighboring police departments as needed
- All other duties as required by State or Federal Law
- Other duties as assigned by proper authority

KNOWLEDGE, SKILLS & ABILITIES:

- Able to read and comprehend operating and technical manuals
- Able to communicate knowledge and experience in an effective manner
- Experience with computers
- Knowledge of federal, state, and municipal criminal and traffic laws
- Obtain and maintain other specialized training and certifications
- Knowledge of communication devices and equipment.
- Knowledge of effective human relations and communications techniques.
- Knowledge of general record keeping and filing systems.
- Ability to react and make decisions quickly and accurately in extremely stressful and life threatening circumstances.
- Ability to quickly sort and prioritize information regarding multiple incidents.
- Ability to obtain, retain and analyze information from distraught, distressed, or incoherent callers.
- Ability to respond in a calm and effective manner.
- Ability to learn and follow procedures specified for emergencies such as tornadoes, fires, floods, roadblocks, hostage situations, traffic accidents, murders, robberies, etc.
- Ability to receive and transmit information clearly and concisely.
- Ability to learn radio operation and related communications equipment procedures and regulations.
- Ability to learn and understand the differences in various felony and misdemeanor criminal statutes.
- Ability to retain a multitude of facts regarding multiple accidents, crimes, or other emergency incidents.
- Ability to maintain favorable public relations.
- Ability to compile written reports and logs.
- Ability to learn computer terminal operations.
- Ability to record relevant information correctly and completely.

- Ability to quickly and accurately read and understand maps and effectively direct emergency response and/or department personnel to the scene of a crime or incident.
- Ability to function as a member of a law enforcement team.
- Ability to use equipment related to the work.
- Ability to type as required for the work.
- Ability to work independently.

ENTRY LEVEL REQUIREMENTS

- High School Diploma, prefer a two or four year college degree with a course of study in human services, management or other appropriate discipline
- Meet the requirements established by the Vermont Department of Public Safety concerning the use of various Criminal Justice Data Bases
- Complete a Town of Northfield Employment application
- Pass an Oral Board Examination
- Must be able to multitask, stay calm, think fast
- Must be able to pass a criminal records and motor vehicles record check including a background investigation

LATERAL ENTRY LEVEL REQUIREMENTS

- Meet the requirements established by the Vermont Department of Public Safety concerning the use of various Criminal Justice Data Bases
- Pass an Oral Board Examination
- Must be able to multitask, stay calm, think fast
- Must be able to pass a criminal records and motor vehicles record check including a background investigation if not a member of the Northfield Police Department

WORKING CONDITIONS

- Reports to the Chief of Police
- Work Monday - Friday from 8:00am and 4:00pm
- Off Holidays and Weekends
- Subject to call in at all times for shift back up and emergencies
- Be available to work flexible hours including some nights, early mornings, weekends, and holidays as needed or required
- Regular interaction with people who display abnormal human behavior
- The job duties require an employee to work under stressful conditions.
- The job duties require an employee to be absent of any physical limitation which would impair effective performance
- Audible/Visual exposure to events with severe graphic trauma to humans and animals may cause unknown physical and psychological disabilities.