

RADIO DISPATCHER

DEFINITION:

Under direction, in a centralized communications center, receives and transmits telephone requests, including 911 calls, for police fire and other emergency assistance and transmits same to appropriate personnel; operates a variety of communications equipment; does related work as required.

EXAMPLES OF WORK:

- Receives telephone calls, including 911 calls, for emergency services including police, fire ambulance and other emergency services; dispatches appropriate personnel.
- Receives and transmits radio communications to law enforcement agencies and police patrol cars for appropriate action.
- Receives fire calls and dispatches needed personnel and fire equipment.
- Utilizes video display equipment and/or data processing equipment in receiving and sending messages to state and out of state law enforcement agencies.
- Under supervision, makes entries, inquiries, cancellations and modifications of records in the National Crime Information and State Crime Information Centers.
- Maintains a daily log of all incoming and outgoing communications.
- Receives and answers telephone, radio and video display inquiries of the National Crime Information Center and the State Crime Information Center for law enforcement agencies.
- Receives and records telephone complaints from the general public for police assistance.
- Receives and records calls for ambulance services and dispatches ambulances to desired locations.
- Provides information upon request in accordance with established procedures and regulations.
- Assists in the training of new radio dispatch personnel.
- May be required to learn to utilize various types of electronic and/or manual recording and information systems used by the police department.

REQUIREMENTS:

Certifications:

- Dispatchers shall be certified by the State of New Jersey as a 911-call taker/operator.

The Township may waive this requirement if there are insufficient candidates for a vacant position holding 911 certification. Dispatchers hired without 911 certification shall be required to gain certification during their probationary period.

Radio Dispatcher
(continued)

Abilities

- Ability to speak clearly and in a pleasant and cooperative manner.
- Ability to use terminal computer oriented data processing and communications equipment.
- Ability and willingness to work eight hours rotating shifts to include weekends and holidays.
- Ability to cooperate with supervisory officers to assure that calls are sent accurately and promptly.
- Ability to maintain the confidentiality of police information.
- Ability to prepare factual, accurate reports.
- Ability to work rapidly and accurately under pressure of time, distractions and stress.
- Ability to read, write, speak, understand, or communicate in English sufficiently to perform the duties of this position.

Persons with mental or physical disabilities are eligible as long as they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made because to do so would cause the employer undue hardship, such persons may not b