

<b>Job Title:</b>	<b>Office Administrative Assistant/Dispatcher</b>	<b>Job Category:</b>	<b>Administrative</b>
<b>Department:</b>	<b>Police</b>	<b>Pay Grade</b>	

**OFFICE ASSISTANCE/DISPATCHER**

Performs a full range of responsible secretarial support duties for the Police Department. Also receives and dispatches emergency calls to appropriate authorities and personnel.

**SUPERVISION RECEIVED**

Works under the general supervision of the Office Manager. Performs duties with independence, exercising considerable judgment, tact, and knowledge of established policies and procedures in answering inquires and determining correct courses of action. Work is evaluated by direct observation, review of tasks and general performance.

**SUPERVISION EXERCISED**

No supervisory authority for this position.

**EXAMPLES OF ESSENTIAL DUTIES**

(The listed examples are illustrative only and may not include all duties found in this position.)

1. Receives telephone, radio, and in-person requests for police assistance; determines urgency of call and elicits necessary information from caller; ascertains nature of request and dispatches appropriate service unit in accordance with established procedure; exercises tact and judgment in dealing with emergency situations. Maintains log of all incoming daytime calls and events.
2. Takes preliminary reports of crimes, incidents, or requests for police service either over the telephone or in person; answers Police Department inquiries based on substantial knowledge of Department's operations, or, when necessary, forwards calls to appropriate Police Department member.
3. Be thoroughly familiar with the department's procedures relating to use of radio and other communication equipment.
4. Be familiar with emergency procedures that relate to matters requiring urgent police, fire and EMS attention so as to be capable of activating them immediately.
5. Acquire a thorough knowledge of the location and lay-out of streets, buildings, parks, housing projects and other significant areas of the communities so as to maximize the accuracy and speed of dispatch.
6. Record all significant communications as required by current departmental

- procedures.
7. Keep all personnel, who have been dispatched on calls, fully informed of all facts affecting the safety or efficiency of the response to the call.
  8. Inform the Officer in Charge when contact with an officer on patrol cannot be made after a reasonable amount of time.
  9. Monitor the temporary detention, processing area, exterior of building, and using audio and visual equipment as provided. Report any problems immediately to the OIC.
  10. Be familiar with the phone system, voice mail, and paging systems. Be familiar with setting up the analog phones.
  11. Attend all required training to remain proficient.
  12. Files cases appropriately according to type of court proceedings pending.
  13. Types a variety of correspondence, memoranda, forms, subpoenas, and reports; types material in final form assuring correct format, spelling, grammar and punctuation. Transcribes tapes as necessary.
  14. Sorts and distributes Department mail.
  15. Prepares pistol permit applications for state background checks and completes all necessary paperwork for review and finale approval/denial by the Chief of Police.
  16. Prepare copies of reports for victims and insurance companies.
  17. Receive daily mail and distribute to the appropriate division or person.
  18. Move police reports internally to correct electronic storage.
  19. Distributes any requested or necessary forms, reports, or other documents needed by our walk-in "customers."
  20. Receives incoming phone calls and assigns them to the appropriate division or person within the agency, or takes messages as appropriate.
  21. Receives all persons visiting the agency.
  22. Perform other related work as assigned by the Office Manager or Chief of Police.
  23. Maintains Department Website information, Facebook page and other social media as requested.
  24. Submits press releases on regular basis to local media once reviewed by the Chief of Police.

### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

Thorough knowledge of Secretarial practices and procedures; thorough knowledge of business English, spelling, mathematics, and legal terminology; thorough knowledge of modern office equipment. Knowledge of Town and Police Department operations and organization; knowledge of Dispatch practices, techniques, procedures, and protocols, including radio protocols; knowledge of public safety practices and procedures. Skill in the use of desktop and laptop computers, networks, also standard and specialized departmental software; skill in the use of communications equipment. Ability to speak clearly and concisely; ability to understand and follow complex oral and written instructions; ability to think and act quickly, calmly, and effectively in emergency and emotionally stressful situations; ability to maintain effective working relationships with

Police Department employees other Town employees and officials, and the general public; ability to deal with public relationship problems courteously and tactfully. Has strong working knowledge of website management, and social media.

### **MINIMUM QUALIFICATIONS REQUIRED**

High school diploma or equivalent with training in secretarial and computer skills plus prior customer service work and dispatch experience; prior experience in the legal or law enforcement environment preferred, OR any equivalent combination of education and experience which demonstrates possession of the required knowledge, skills, and abilities.

### **PHYSICAL EXERTION/ENVIRONMENTAL CONDITIONS**

(The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

For communication with others, talking is required; for receiving information and instructions from others hearing is required; and for doing the job effectively and correctly, sight is required specifically, close vision and the ability to adjust focus. Required to sit for extended periods of time, stand frequently, use hands to finger, handle, and feel objects or controls, reach with hands and arms, bend and lift and/or move 25 pounds or less. The work environment can be stressful, particularly when dealing with difficult people or emergency situations.