



JOB DESCRIPTION

Cumberland Police Department

DISPATCHER

GENERAL SUMMARY:

Under the general supervision of the respective Shift Commander, the Dispatcher position received citizen requests for assistance, provides radio dispatching services for the Cumberland Police Department, including the initial deployment of public safety personnel and equipment, and perform record-keeping duties related to the position.

ESSENTIAL FUNCTIONS:

1. Answer all incoming emergency and non-emergency telephone calls.
2. Dispatch public safety personnel and equipment, via radio, to calls for service.
3. Record incoming complaint information through the Department's Records Management System (RMS).
4. Operate the National Crime Information Center (NCIC) computer and the fire alarm computer. Training is provided.
5. Monitor public safety personnel activities through the RMS and Telecommunications/Radio system.

6. Make telephone and radio calls for police-requested support services such as: fire/EMS requests, towing requests, Emergency Management Agency (EMA) requests, RUOK requests, and other police department requests for assistance.
7. Operate a multi-line Executone phone system that consists of multiple incoming lines, 9-1-1 emergency lines, and multiple extensions throughout the department.
8. Operate the Digital Recording System.
9. Operate a multi-channel radio system that may be operated on one radio channel or simultaneously with other channels. Follow Federal Communications Commission (FCC) and Cumberland Police Department Rules and Regulations regarding radio procedures.
10. Acquire through knowledge of the location and layout of streets, town buildings, and other significant areas of the community.
11. Monitor closed-circuit television of cellblocks and building interior/exterior and report any unusual activity to the officer-in-charge.
12. Use of TDD to communicate with the hearing-impaired.
13. Disseminate information via e-mail and CAD systems, when required.
14. Keep Shift Commander and Supervisors abreast of officer activity and calls for service, including proper recording of in-coming requests for special details.
15. Perform other tasks, as the Police Chief deems necessary for the efficient operation of the Department.

JOB REQUIREMENTS:

Education/Training:

1. High school graduate or general equivalency diploma;
2. Computer literate with Microsoft Windows background preferred;
3. Clerical and typing experience or proof of training preferred;
4. Must be able to complete an on-the-job training period;

5. Possess excellent verbal and written communication skills.

PHYSICAL REQUIREMENTS:

Ability to work well under stressful conditions, handling a variety of duties simultaneously.

WORKING CONDITIONS:

1. Performance exclusively in an office environment.
2. Ability to work all shifts, including overnight shifts.
3. Ability to report to work in all weather conditions.
4. Available to work overtime in emergency conditions.

SALARY RANGE:

Union position stipulated by contractual CTEU agreement.

Effective Date: July 2008

Review Date: December 2019