

## **JOB DESCRIPTION**

### **FIRE AND POLICE SIGNAL OPERATOR / EMERGENCY SERVICES DISPATCHER**

#### **General Statement of Duties**

Receive a signal, message, phone call, radio transmission, or other communication from a person or device indicating the existence of an emergency or a situation threatening the safety, life, and property of persons. Receive and process police, fire, DPW, and EMS-related 911 calls. Receive and process non-emergency signals and calls. Dispatch police, fire, DPW, EMS and other emergency units and personnel as needed. Monitor and operate emergency signaling, radio, computer, telephone, alarm and other specialized equipment in support of public safety communications and dispatch functions. Perform other dispatch, signal monitoring and signal operating, communications support, records processing, training, and special duties as assigned.

#### **Essential Duties and Responsibilities**

1. Operate all Fire and Police Signaling systems to initiate a proper emergency response.
2. Maintain central control and coordination of two-way radio and paging communications for an FCC licensed base station consisting of multiple mobile and portable radio units and pager units.
3. Assume responsibility for monitoring all municipal public safety frequencies from neighboring communities and/or public safety agencies.
4. Utilize and operate the Criminal Justice Information System (CJIS) and National Crime Information Center (NCIC). Through the local terminal data are accessed, inquiries are made, information is placed on file with the network, and communications are received for dissemination. Utilize the CJIS system to signal other police departments of emergency information on a local, regional, and national level.
5. Act as an informational resource person to the Police Department (s) for the transferring of general broadcasts received via monitor, inter-city radio, or telecommunications on missing persons, stolen motor vehicles, and miscellaneous criminal activity, etc.
6. Maintain communications between and among local and neighboring police, fire and ambulance services.

7. Monitor and receive medical aid, intrusion, fire and trouble alarms for individuals, Municipal Buildings, Elderly Housing, Businesses, Schools and other persons and entities, and dispatch correct municipal departments.
8. Act as a liaison between the local and neighboring municipalities and the Public Utility Companies for the reporting of emergency situations, needed repairs, and loss of services.
9. Operate the Fire and Police Departments' emergency signaling systems.
10. Monitor and maintain telephone communications for all incoming lines and in-house intercom systems. Receive both emergency and routine calls, determine the appropriate action to be taken and/or referral to be made, and give information requiring a familiarity with all aspects of the community.
11. Receive authorized requests for towing of motor vehicles, determine "on call" wrecker service, and dispatch tow truck (s) to appropriate location.
12. Prepare and maintain up-to-date telephone listings, including confidential listings, for hospitals, veterinarians, medical personnel, court personnel, public transportation and utilities, local businesses, municipal officials and other persons and entities.
13. Record and log radio transmissions and telephone calls, as needed. Such records must include the date, time and the nature of the call or radio communications as this data is often used in legal proceedings.
14. Prepare and maintain up-to-date street locations and residency listings for use by municipal police, fire, and medical emergency personnel.
15. Maintain security house check listing and communicate additions and deletions to the appropriate police departments.
16. Coordinate the land-to-mobile communication of the municipality's Department of Public Works. Dispatch instructions to plows, sanders, backhoes, etc. for DPW Superintendents. Call out 'Storm' vehicles at request of the Police or Fire Departments.
17. Radio page and provide message forwarding for various municipal officials and public safety personnel, and medical emergency personnel.
18. Ensure the timely testing of all equipment and communication services and advise supervisors of needed repairs as necessary.

19. Assist in the development of new operational procedures and protocols as new equipment is introduced to the municipal department (s) and provide and participate in on-going dispatcher training and development.
20. As needed, confer with police chief, fire chief, DPW supervisors, mutual-aid agencies, and Dispatch Command Staff in support of emergency center operations and resource allocation.
21. Maintains a variety of other records related to municipal departments' statistics, and prepare reports related to activities as requested by appropriate municipal authorities.
22. Performs other related duties as assigned.
23. Regularly perform any and all duties of a dispatcher and signal operator.
24. The forgoing statements are intended to describe the general nature and level of work being performed by people assigned to do this job; they are not intended to be an exhaustive list of all responsibilities and duties that may be required by this position, in the reasoned determination of the municipal authorities.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

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