



Winslow Police Department

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LEONARD MACDAID, CHIEF OF POLICE



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WE ARE HIRING!

Position: Dispatcher / Records Clerk Job Description

Department: Public Safety

Classification: 10

Salary Range: 20.80-25.30

AGENCY BRIEF – The Winslow Police Department is located in central Maine and is a 24/7 emergency services agency. Winslow, being the third largest municipality, with approximately 8,000 residents, in Kennebec County offers a variety of differences than that of other similar sized agencies. The agency is comprised of (11) full-time sworn law enforcement. The Town of Winslow covers approximately 40 square miles with rural and developed patrol areas.

WHAT WE'RE LOOKING FOR –The agency desires a proactive, independent, and community-based person. We encourage hard work and dedication to the profession. The person we are seeking will have a team-oriented mindset; and must have a desire to challenge themselves, train, learn, and grow alongside the rest of the agency.

Job Description Overview:

The dispatcher is responsible for answering non-emergency telephone calls, dispatching police units, and reception of the public and computer data entry. At times the job is stressful because of the volume of work and the nature of emergency situations. The dispatcher must be even-tempered and tolerant of citizens who may be upset, frightened, and belligerent and who use offensive language.

Dispatchers are situated at a radio console and there are long periods between breaks because no one is available for relief. The telephone and radio console may never be unattended.

Duties and Tasks:

- Answers non-emergency telephones, forwards telephone calls to other departments and takes messages.
- Operates a radio console requiring attention to simultaneous radio traffic.
- Dispatches police pursuant to the Winslow Police Department SOP.
- Maintains written and computer records.
- Uses multiple computers and computer systems for data retrieval and entry.
- Receives government officials and citizens at the reception window.

- Issues permits.
- Operates computer terminals connected to federal and state criminal justice systems which require strict adherence to their regulations.
- Successfully completes required training.
- Upholds federal, state and municipal regulations, laws and ordinances.
- Abides by the policies and procedures of the department including strict adherence to the Law Enforcement Code of Conduct and Canons of Ethics.
- Writes reports accurately portraying events which are witnessed or communicated to the dispatcher.
- Testifies in court and in other official hearings.
- Performs such other duties as designated by the supervisor.

Minimum Qualifications:

- Speaks, reads and writes English fluently.
- Graduated from an accredited high school or GED program. College or additional educations is preferred.
- Certified Terminal Operator qualification preferred.
- Meets the minimum physical, medical and psychological standards established for new employees.
- Is physically able to perform all the functions listed in the job description.
- Must be in compliance with Section 1.2.1.1 of the Maine Telecommunications and Radio Operations (METRO) system manual.

BENEFITS PACKAGE – The Town of Winslow offers a comprehensive and competitive wage and benefits package.

- Medical: employee medical and dental insurance, (with an H.R.A) at no cost to the employee. Medical is through Anthem Blue Cross Blue Shield and Delta.
- Retirement options: I.C.M.A Retirement plan.
- Paid holidays, vacation time, personal time, and sick time.
- College tuition reimbursement opportunities.

IF INTERESTED – candidates must submit a cover letter, resume, and a completed Winslow Police Department employment application (can be found on our website). If candidates need any assistance with the application process or have any questions they are highly encouraged to reach out the police department. Applicants are encouraged to deliver the completed documents to the agency in person, or mail them to 114 Benton Avenue Winslow Maine 04901, or email them to lmacdaid@winslow-me.gov

There is no deadline for submitting applications.

The Town of Winslow is an Equal Opportunity Employer.