

NEW HAVEN POLICE DEPARTMENT DISPATCH CENTER

Part-time Dispatcher Job Description

I. Purpose:

To establish guidelines and expectations for part-time Dispatch personnel for the City of New Haven Police Department Dispatch Center.

II. Definition:

Any person working 29 hours per week or less and on a periodic basis. This position serves as a part-time Communications Dispatcher for the City of New Haven Police Department. The Dispatcher will perform a full range of call-taking and police, fire, and EMS dispatching functions, solo or with a partner.

III. Policy:

- A.** Part-time dispatchers will be expected to work under the same conditions and follow the same rules and regulations as any full-time dispatcher.
- B.** Part-time dispatchers will not receive any benefits other than hourly pay for their time worked.
- C.** The maximum number of hours a part-time dispatcher can work in any week is 29 hours. A total maximum of 58 hours in any 2 week pay period.
- D.** Part-time dispatchers must be certified (and maintain certification) in the following:
 - Indiana Data And Communications System (IDACS)
 - 1.** Certificate must be provided to the dispatch supervisor
 - Emergency Medical Dispatch (EMD)
 - 1.** Certificate must be provided to the dispatch supervisor
 - Cardiopulmonary Resuscitation (CPR)
 - 1.** Certificate must be provided to the dispatch supervisor
- E.** Part-time dispatchers must be experienced with:
 - Police, Fire, and EMS dispatching
 - 911 call handling

- Dealing with the general public
 1. On the telephone (non-emergency)
 2. In person

- F. Part-time dispatchers will be required to work a minimum of two 8 hour shifts per three month period (per quarter) of each year.

- G. Part-time dispatchers may be required to attend a set number of hours of training per year, or provide documentation of that training to the dispatch supervisor

- H. Pay range criteria for part-time dispatchers is as follows:
 - Dispatcher with no experience
 - Dispatcher with mid-level experience
 - Dispatcher with active experience but no knowledge of New Haven operations
 - * Dispatcher with full knowledge and experience

IV. Duties

- A. Answer all incoming emergency and non-emergency telephone calls for service
- B. Dispatch appropriate Police / Fire / EMS / Wrecker / City Utility units as needed
- C. Know all Police and Fire signals
- D. Monitor all inter-city radio traffic for City of New Haven
- E. Monitor Severe Weather Alert System from the National Weather Service and activate weather warning systems as needed
- F. Provide tone testing and messages for Fire and EMS departments as needed
- G. Notify business representatives as needed
- H. Answer City Utility calls on evenings, weekends, and holidays and notify on-call personnel when necessary
- I. Operate IDACS / NCIC / Spillman terminals to provide registration, stolen, wanted, and driving records to all officers
- J. Respond to incoming Administrative Messages and requests for service from NLETS
- K. Enter, maintain, and cancel all stolen property such as: vehicles, license plates, guns, boats, and other articles entered into the IDACS / NCIC system
- L. Assist / Greet the public at the walk up window in the Police Department lobby
- M. Issue Bike licenses and receive money for them
- N. Maintain good typing skills (at least 25 wpm)
- O. Issue and receive property check forms for citizens and distribute to the proper personnel

- P. Know the location of all on duty officers at all times
- Q. Know police / fire / ems jurisdictional boundaries
- R. Work all designated weekdays, weekends, and holidays
- S. Document and report maintenance concerns on all dispatch-related equipment to the dispatch supervisor
- T. Process VIN paperwork and receive money from citizens at the walk up window
- U. Assist Police administrative assistant with hand gun permit applications
 - Copy fingerprint receipts
 - Copy driver's license
 - Receive money for the appropriate permit
 - Provide citizen with hand gun permit information sheet when needed
 - Provide citizen with state form for change of address or duplicate hand gun permit
- V. Other duties as required / requested

V. Qualifications

- Must be assertive
- Must be able to multi-task
- Must possess excellent communication skills
- Have knowledge of computer
- Should possess the ability to interact well with the public
- Should not have any felony convictions
- Must have dependable transportation
- Complete background investigation

VI. Work schedule

- 4 days on / 2 days off
- 5 days on / 2 days off
- Shifts
 1. 0600-1400 (Monday – Friday)
 2. 0800-1600 (Monday – Friday)
 3. 1400-2200 4 on / 2 off
 4. 1600-2400 (Tuesday – Saturday)
 5. 2200-0600 4 on / 2 off
 6. Swing Shift 4 on / 2 off

Two days 2200-0600 & Two days 1400-2200

VII. Training Opportunities

- Mandatory IDACS and EMD re-certification every two years
- In-service training
- Off campus training opportunities

VIII. Knowledge and Abilities

- Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed

IX. Required:

1. Maintain confidentiality of work related information and materials
2. Maintain an established work schedule, which may include evenings, nights, and weekends
3. Effectively use interpersonal and communications skills including tact and diplomacy
4. Effectively use organizational and planning skills
5. Interpreting laws and regulations, making decisions, maintaining composure, and working effectively under stressful conditions and emergency situations
6. Reviewing and preparing narrative and statistical reports and written instructions
7. Establishing and maintaining working relationships