

Town of Bellingham
Public Safety Dispatcher
Revised 7-1-2005

General Description:

Under the general supervision of the Chief of Police or his/her designated representative, receives and processes oral and visual communications from the public, in-person, by telephone, or via the Enhanced 911 System. Following established policies and procedures transmits requests for service at a location to the appropriate agency via telephone, the Enhanced 911 System, and/or the Fire/Police radio systems. The primary responsibility of the Public Safety Dispatcher is to receive and process requests for Emergency Medical Services (EMS), Fire Department, and/or Law Enforcement personnel and equipment, and the initial deployment of resources in response to these requests. The Public Safety Dispatcher is responsible for informing Public Safety Personnel, deployed in response to a request for service, of changes in conditions that may affect their safety or the safety of the public. The Public Safety Dispatcher answers the Police Department business telephone lines, and directs/transfers non-emergency calls to the appropriate agency/person. Maintains a variety of computerized and non-computerized records related to requests for service. Inputs, maintains, and removes records entered into the Criminal Justice Information System (CJIS) and/or National Crime Information Center (NCIC). The Public Safety Dispatcher performs criminal background checks and inquiries required for Firearms Licensing and in support of Law Enforcement activities using the CJIS/NCIC, and maintain the confidentiality of all Criminal Offender Record Information (CORI).

Per AFSCME Contract (Labor Grade 9)

Rate of Pay:

Continuous operations, as scheduled.

Hours of Work:

(40 Hours/Week)

Illustrative Duties:

- (1) Acquire and maintain knowledge of the location and layout of buildings, housing projects, parks, streets, town-owned properties, and other areas of the community to minimize the delay in dispatching personnel and equipment in response to a request for service.
- (2) Acquire and maintain certification on Criminal Justice Information System (CJIS). Use knowledge of the CJIS/NCIC to enter, modify, verify, and cancel records, and to send Administrative Messages in support of Law Enforcement activity. Perform criminal background checks required for Firearms Licensing, and in support of Law Enforcement activity. Perform Registry of Motor Vehicle (RM V) inquiries in support of Law Enforcement activity. Perform Sex Offender Registry inquiries in response to requests from the public. Perform other inquiries using the CJIS/NCIC in support of Law Enforcement activity. Maintain the confidentiality of all Criminal Offender Record Information (CORI). Utilize CJIS equipment in accordance with established policies and procedures. Notifies the Criminal History Systems Board (CHSB) of problems with CJIS.
- (3) Acquire and maintain certification on the Enhanced 911 System from the Statewide Emergency Telecommunications Board (SETB), and utilize 911 System equipment in accordance with established policies and procedures. Notifies the Service Response Center (SRC) of problems with the 911 System.

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Illustrative Duties: (Continued)

- (4) Acquire and maintain certification in Cardio-Pulmonary Resuscitation (CPR) and First Aid.
- (5) Informs the Officer-in-Charge and documents the deployment of Law Enforcement personnel beyond their regularly assigned sector/patrol area.
- (6) Informs the Officer-in-Charge and documents when Law Enforcement equipment is out-of-service.
- (7) Monitors equipment in the Dispatch Area to insure it is functioning, and in good working order.
Informs the Officer-in-Charge and documents when equipment in the Dispatch Area is not working properly, and keeps the Dispatch Area clean and orderly.
- (8) Informs the Officer-in-Charge and documents when, after a reasonable amount of time, contact with Law Enforcement personnel on patrol is lost and cannot be re-established.
- (9) Receives and processes request(s) for service involving Law Enforcement personnel in accordance with local policies and procedures. Documents request(s) for service for Law Enforcement personnel using Computer Aided Dispatch (CAD) Software.
- (10) Acquire and maintain knowledge of Fire Department procedures as they relate to the dispatch of personnel/equipment in response to a request for service. Receives and processes request(s) for service involving Fire Department personnel/equipment in accordance with local policies and procedures. Documents request(s) for service, including the equipment/personnel dispatched using Computer Aided Dispatch (CAD) Software.
- (11) Monitors the well-being of person(s) in custody in accordance with local policies and procedures. Notifies the Officer-in-Charge of any problems, and documents checks made of person(s) in custody using the Records Management System (RMS).
- (12) Notifies the Animal Control Officer (ACO) of reports received from public safety personnel, residents, and other sources. Dispatches the ACO in accordance with local policies and procedures, and documents request(s) for service using Computer Aided Dispatch (CAD) Software.
- (13) Notifies the Department of Public Works (DPW) of reports received from public safety personnel, residents, and other sources. Dispatches the DPW in accordance with local policies and procedures, and documents request(s) for service using Computer Aided Dispatch (CAD) Software.

Minimum Qualifications: High School diploma or equivalent. Must be able to pass a comprehensive background check, and obtain/maintain certification from CHSB on the CJIS. Prior experience as a Public Safety Dispatcher with the E911 System is preferred. Must have excellent computer skills including Microsoft Windows, word processing (Microsoft Word), spreadsheet (Microsoft Excel), e-mail (Microsoft Outlook); prior experience with Computer Aided Dispatch (CAD) Software, and Motorola Centracom Elite Software is desirable. Should be detail oriented, possess the ability to multi-task and work under pressure. Should possess strong organizational, interpersonal, and communication skills, and have the ability to deal tactfully with others, including the public.