



POSITION AVAILABLE

TITLE:

Certified Overnight Shift Dispatcher

Fulltime shift: 7pm to 7am following a Pitman Schedule (36 hrs one week and 48 the next with every other week with a 3-day weekend off).

DESCRIPTION: To manage the incoming communication for the Police, Fire and EMS 911 system and routine calls and transmit information to the proper officer, agency or unit of the Departments in a timely manner.

- ◆ Receives incoming telephone messages and complaints, maintains a record thereof and assigns an incident number where required.
- ◆ Relays all messages and complaints received by telephone or otherwise to the proper officer, agency or unit of the Departments.
- ◆ Receives and transmits radio communications as may be required. Keeps continual radio communication with all police, fire and EMS vehicles on the road.
- ◆ Provides pre-arrival instructions as outlined by department procedures to callers when necessary.
- ◆ Act as greeter to building guests/visitors. Must handle paper form requests and provide information as available.
- ◆ Responsible for security system operations and 911-system being correct and properly maintained.
- ◆ Transmits over the collect system only those messages authorized by competent authority and keeps information received over that system in strict confidence.
- ◆ Keeps all emergency medical calls in strict confidence and transfers any requests for fire or EMS information to a department officer
- ◆ Operates computer for entry of police records, ems charts, fire records, incident reports, and search programs as required.
- ◆ Maintains all material relating to police, fire and EMS dispatching
- ◆ Regular attendance as required by the position

QUALIFICATIONS:

- ◆ High School graduate.
- ◆ Experience in radio procedures and operation of computerized information retrieval systems desirable.
- ◆ Data Entry 35 w.p.m.
- ◆ Ability to deal with the public using tact, diplomacy and discretion.
- ◆ Knowledge of all streets, buildings and general information regarding the Town.
- ◆ Current NCIC/Collect clearance, Telecommunicator and EMD and must remain certified.
- ◆ Previous experience as a dispatcher.

HIRING RATE: Starting rate is \$25.71 UPSEU Grade 16, Step 1
With a shift differential for the overnight shift of \$1/hr