

JOB DESCRIPTION

Town of Hopkinton

DISPATCHER

GENERAL SUMMARY:

Under the general supervision of the respective Shift Commander, the Dispatcher position receives citizen's request for assistance, provides radio dispatching services for the Hopkinton Police Department, including the initial deployment of public safety personnel and equipment, and performs record keeping duties related to the position.

ESSENTIAL FUNCTIONS:

1. Answer all incoming emergency and non-emergency telephone calls;
2. Dispatch public safety personnel and equipment, via radio, to calls for service;
3. Record incoming complaint information through the Department's Records Management System (RMS);
4. Operate the National Crime Information Center (NCIC) computer. Maintain NCIC certification;
5. Monitor public safety personnel activities through the RMS and Telecommunications/ Radio system;
6. Operate a multi-line phone system consisting of multiple incoming lines, 911 emergency lines, and multiple extensions throughout the department;
7. Make telephone and radio calls for police-requested support services such as fire/EMS requests, towing requests, Emergency Management Agency (EMA) requests and other police department requests for assistance;
8. Operate the Digital Recording System;
9. Operate a multi-channel radio system that may be operated on one radio channel or simultaneously with other channels. Follow Federal Communications Commission (FCC) and Hopkinton Police Department Rules and Regulations regarding radio procedures;
10. Acquire a thorough knowledge of the location and layout of streets, town buildings, and other significant areas of the community;

11. Monitor closed-circuit television of cellblocks and building interior/exterior and report any unusual activity to the officer in charge;
12. Disseminate information via e-mail and CAD systems, when required;
13. Keep Shift Commander and supervisors abreast of officer activity and calls for service, including proper recording of on-coming requests for special details; and
14. Perform other work, as assigned.

JOB QUALIFICATIONS:

1. Must possess a high school diploma or have obtained a GED issued by a state Department of Education at the time of application;
2. Must be able to complete an on-the-job training period;
3. Must possess excellent verbal and written communications skills;
4. Must be able to multi-task under stressful conditions; and
5. Maintain National Crime Information Center (NCIC) Certification.

WORKING CONDITIONS:

1. Work is performed in office type setting.

WAGES, HOURS AND BENEFITS:

1. Wages, hours and benefits are enumerated in the collective bargaining agreement between the Town of Hopkinton and the Rhode Island Laborers District Council. LIUNA, Local Union 808.
2. This is a full-time position.

June, 2022