

Jurisdictional Class: Competitive
Adopted: October 21, 1991
Revised: February 19, 2025

POLICE DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for operating the police communication system during an assigned shift. Employees of this class must be able to function calmly in emergencies and to take appropriate action efficiently. Additional duties are of routine clerical nature. Work is performed under the general supervision of a higher ranking member of the department in accordance with established policy. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Operates all radio, telephone, and other communications equipment at the communication center;
Dispatches units to emergencies, crime scenes, and other locations where police response is needed;
Maintains continuous status and location records of patrol and emergency vehicles;
May monitor police and fire radio frequencies;
Obtains and transmits information for Police Officers on patrol;
May maintain alarm records;
Operates eJustice Portal linking the department with various criminal justice agencies and with the New York State Department of Motor Vehicles, entering and extracting information needed by police personnel;
Contacts by radio the personnel of various municipal departments as needed in emergencies;
May operate fingerprint transmitter;
Operates photocopier and other office equipment;
Maintains communications files and performs other communication related clerical duties as required;
Compiles information for departmental reports;
May interact with community individuals presenting themselves to the municipality to file complaints or for other police related matters;
May be responsible for monitoring and supervision of prisoners detained in the facility lockup in accordance with the New York State Corrections Commission Rules and Regulations on an as-needed basis;
May register sex offenders who present themselves for updates or verifications;
Prepares a daily log of police activities.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Good knowledge of the operation of radio and telephone equipment;
Good knowledge of the geography of the municipality;
Ability to communicate effectively both orally and in writing;
Ability to perform calmly and efficiently in emergency situations;
Ability to maintain records and prepare reports;
Ability to understand and follow oral and written instructions;
Sound judgement.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma.