TOWN OF WESTON

DISPATCHER

GENERAL STATEMENT OF DUTIES: Responsible for the receipt and transmission of calls for emergency services in the Town.

SUPERVISION RECEIVED: General supervision received from the Administrative Dispatcher.

ESSENTIAL RESPONSIBILITIES:

Answer emergency and routine telephone calls and relays requests for assistance to police, fire, ambulance, and other Town departments via radio communications.

Operate computers to obtain information vital to emergency services.

Relay fire, burglar, and water company alarms to police, fire, ambulance, and other Town departments via radio communications.

Activates Town fire signals.

Record all communication transactions in activity logs.

Occasionally perform a variety of clerical duties such as typing, filing, and filling out routine forms.

OTHER REQUIRED RESPONSIBILITIES:

Perform related work as required.

QUALIFICATIONS AND SKILLS:

Ability to hear and relay messages with a very high degree of accuracy.

Ability to speak clearly and understandably.

Ability to speak and perform manual tasks under conditions of emergency and time pressure.

Ability to follow written and oral instructions precisely.

Ability to operate a typewriter and/or computer keyboard.

Ability to be tactful with the general public and to maintain effective working relationships with other Communication Center employees and Town officials.

Must be able to follow policies and procedures concerning confidentiality.

Ability to remain alert during long periods of inactivity.

EXPERIENCE AND TRAINING:

Some experience as a dispatcher, police officer, or fire fighter, or any combination of experience and training which provides a demonstrated ability to perform the duties of the position.

WORKING CONDITIONS

Must be willing to work rotating shifts year round as required.

The list of essential job functions, qualifications and skills is not exhaustive and may be supplemented at any time.