

**TOWN OF MERRIMACK, NH
POLICE DEPARTMENT
PUBLIC SAFETY DISPATCHER**

JOB TITLE:

Public Safety Dispatcher

JOB SUMMARY:

Performs highly responsible communications work in receiving and dispatching police and emergency calls and messages to the appropriate authorities and personnel. Maintains and retrieves records and file information for dissemination to patrol units and other department personnel.

SUPERVISION EXERCISED:

None

EXAMPLES OF DUTIES:

(Any position may not include all duties listed, nor do the listed examples include all duties, which may be found in positions of this class.)

1. Operates and monitors a variety of communication and alarm system equipment including telephones, radios, computer terminals, closed circuit video system and SPOTS.
2. Receives requests for police and other emergency assistance. Ascertains the nature of requests and dispatches the appropriate service units in accordance with established protocol. Determines the urgency of the call and elicits the necessary information from the caller. Exercises tact and judgment in dealing with emergency situations. Relays and receives further instructions from police, fire or ambulance personnel at an emergency scene.
3. Maintains a record via the in-house computer system of all calls for service requested as well as the units sent, arrival time and cleared time.
4. Monitors then closed circuit television system in order to ensure station security and the proper supervision of confined persons.
5. Disseminates information concerning wanted persons, stolen vehicles, missing persons, and other police information as may be received by SPOTS, telephone or other means.
6. Performs other related duties as required.

KNOWLEDGE, SKILLS & ABILITIES REQUIRED:

Working knowledge of the principles involved in the operation of the radio, telephone, and related communications equipment; Knowledgeable of the street system and geography of the town; Ability to speak clearly and concisely. Ability to think and act quickly, calmly, accurately in emergency situations; Ability to develop within a reasonable period of time, skill and speed in the operation of the communications equipment and to demonstrate as knowledge of public

safety practices and procedures; Ability to understand and follow complex oral and written instructions.

MINIMUM QUALIFICATIONS REQUIRED:

Must have a high school diploma or equivalent. Experience with Computers, office equipment and communications equipment is desirable.

WORKING CONDITIONS:

Dispatchers work in the headquarters building under a rotating shift schedule. Must work nights, weekends, and holidays as required. Dispatchers work under extremely stressful situations, which vary greatly and change at a moment's notice. Must be required to work under such diverse situations as complete boredom with no activity occurring, to handling as many as three or four emergencies requiring handling by several departments for each emergency at any given time. Dispatchers must be able to handle these varied situations with efficiency, dedication to documentation and compassion towards the public.

COGNITIVE & SENSORY REQUIREMENTS:

Talking: Necessary for communicating with others.

Hearing: Necessary for taking instructions and receiving information.

Sight: Necessary for doing the job effectively and correctly.

DURING AN 8 HOUR DAY, EMPLOYEE IS REQUIRED TO:

Consecutive Hours

Sit 12345678

Stand 12345678

Walk 12345678

Total Hours

Sit 12345678

Stand 12345678

Walk 12345678

ENVIRONMENT: Inside: 100% Outside: 0%

EQUIPMENT USED:

Computer, telephone, copy machine, calculator, FAX machine, additional equipment as needed and required. Radio console and associated electronic equipment.

HAND MANIPULATION:

Grasping: Frequently required

Handling: Frequently required

Torquing: Never required

Fingering: Never required

CONTROLS AND EQUIPMENT:

Computer, telephone, copy machine, FAX machine, Radio Console and associated electronic equipment

LICENSURE/CERTIFICATION REQUIREMENTS:

SPOTS Certified

OTHER TRAINING, SKILLS, & EXPERIENCE REQUIREMENTS:

None

Specific Vocational Preparation Requirements:

- ☐ 1. Short demonstration only.
- ☐ 2. Any beyond short demonstration up to and including 30 days.
- ☐ 3. 30-90days.
- ☐ 4. 91-180days
- ☒ 5. 180 days.
- ☐ 6. 1 to 2 years.
- ☐ 7. 2 to 4 years.
- ☐ 8. 4-10 years
- ☐ 9. Over 10 years.

PHYSICAL ACTIVITY REQUIREMENTS:**PRIMARY PHYSICAL REQUIREMENTS**

LIFT up to 10 lbs.: Frequently required

LIFT 11 to 25 lbs.: Never required

LIFT 26 to 50 lbs.: Never Required

LIFT over 50 lbs.: Never Required

CARRY up to 10 lbs.: Frequently required

CARRY 11 to 25 lbs.: Never required

CARRY 26 to 50 lbs.: Never required

CARRY over 50 lbs.: Never required

REACH above shoulder height: Seldom required

REACH at shoulder height: Frequently required

REACH below shoulder height: Frequently required

PUSH/PULL: Seldom required

OTHER PHYSICAL CONSIDERATIONS

Twisting: Frequently required

Bending: Frequently required

Crawling: Never required

Squatting: Frequently required

Kneeling: Never required

Crouching: Seldom required
Climbing: Never required
Balancing: Seldom required

WORK SURFACE(S)

Standard office desk and chair. Carpet and tile floors.

Last Modified 9/1/2000