

**DISPATCHER**

**In Effect: 10/05/1994**

**Review Date: 01/22/2021 @ 1042**

**RAYMOND POLICE DEPARTMENT**

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| GENERAL ORDER NO. <b>117</b>                  |                | DATE OF ISSUE:<br>10/05/1994 | EFFECTIVE DATE:<br>10/05/1994   | REVISED DATE:<br>04/21/2016<br>01/22/2021 |
| SUBJECT: <b>Dispatcher</b>                    |                |                              |                                 |   |
| C.A.L.E.A: 21.1                               |                |                              |                                 |   |
| ISSUING AUTHORITY:<br>CHIEF MICHAEL R. LABELL | Page<br>1 of 3 | <input type="checkbox"/> NEW | <input type="checkbox"/> AMENDS | <input type="checkbox"/> RESCINDS         |

NOTE: This written directive is for the internal governance of the Raymond Police Department, and as provided by RSA 516:36, is not intended and should not be interpreted to establish a higher standard of care in any civil or criminal action than would otherwise be applicable under existing law.

**Essential Functions of a Dispatcher**

**Job Summary**

Performs highly responsible work in public safety communications receiving and transmitting information of an emergency and routine nature and making initial deployment of public safety personnel and equipment in the community. Their performance directly contributes to the safety and well being of the department’s personnel and the town’s residents. Other duties include keeping official records and assisting in the administration of the standard operating policies and procedures of the dispatch center. Communication center personnel provide the vital first link between citizen and the town’s resource.

**Supervision Received**

Duties performed under the supervision of the Dispatch Supervisor. Work is performed in accordance with established department procedures. Employees of this class must make responsible judgment decisions based on interpretations or dispositions of incoming calls. Work is reviewed by monitoring employee’s performance by observation and by reviewing reports and records.

**Examples of Duties and Responsibilities**

- Except as specifically noted, the following functions are considered essential to this position:
1. Efficiently operate, manage and maintain all communication center facilities equipment and apparatus. A Dispatcher is required to notify the Dispatch Supervisor of any problems or issues that occur with Dispatch Center equipment.

2. Must be familiar with the town of Raymond, the emergency services departments and have the basic skills to obtain and relay information essential for properly performing the job. Maintain a thorough knowledge of the location and layout of streets, buildings, public areas, businesses, housing complexes, and hazardous materials storage areas and other significant areas of the community.
3. Handle the physical activity requirements of the position. The ability to, on a continuous basis, sit or stand at a desk/console for long periods of time. To reach above, at or below shoulder height, with hand manipulation. Involves the lifting of objects less than 25 pounds. Intermittent writing, standing, twisting, and reaching for equipment. The work is performed in a noisy environment.
4. Responsible for learning and understanding the material contained in the training manual, dispatch standard policy and procedures, police department general orders, fire department general orders, mutual aid, area maps, guide list of streets, alarm systems, business information, resource manual and department general information.
5. Work involves responsibility for the receipt, transmission, and response in an appropriate and timely fashion to information of a routine and an emergency nature by telephone, radio, verbal or written reports or complaints. Dispatches the appropriate service unit based on the information obtained, ascertaining the nature of the call in accordance with standardized procedures and regulations.
6. Dispatchers are expected to exercise sound judgment in coordinating responses to situations that may affect the lives and safety of the public, public safety personnel and others responsible for public protection and safety. Work involves several actions being pursued concurrently or sequentially. Decisions include isolating and defining unknown conditions and taking action in conformance with established criteria.
7. To work as a team member or independently, during normal periods of activity or incidents of uncertain duration or emergency.
8. Responsible for documenting the incident information into the computer-aided dispatch (CAD) in-house computer, with records and tracks the status of all officers and units in the field. Writes reports and maintains daily logs, using appropriate grammar, symbols and spelling.
9. Responsible for entering into SPOTS computer, the necessary information for processing motor vehicle and criminal record checks, and for maintaining the required log records. Prints and relays the SPOTS messages of an officer safety nature or police related information and those that may pertain to this area. Must maintain current certification as a SPOTS computer operator.

10. Maintain the security and confidentiality of records and information relating to the communications center and other departments.
11. Establish and maintain the accuracy and currency of various files of information in the communication center including resource lists of business information, alarms, telephone numbers, geographical areas and maps, as well as, department personnel information.
12. Monitor and assist in the maintenance of and the safety and well being of public safety personnel on duty in the community. Monitors the safety and well being of the public safety personnel while in the booking area with prisoners. Monitors all security equipment to include audible alarms and video cameras covering interior and exterior of the Safety Complex, as well as, schools and other town buildings.
13. Maintain effective and efficient working relationships with other departments, agencies, employees, private organizations and the public.
14. Performs the daily functions to promote a healthy environment and sociable working conditions. Interaction among dispatchers is high and potential for conflict is great in all cases courtesy and consideration should be among the most important when dealing with your fellow workers.
15. Performs any and all other duties as assigned.

SIGNATURE OF CHIEF \_\_\_\_\_