Town of Fishkill Police Department – Part Time Dispatcher

This is a Non-Competitive Part-Time Position as a Dispatcher in the Town of Fishkill Police Department.

DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for receiving emergency and non-emergency telephone calls from the public and transmitting emergency information in the dispatching of firefighters, medical personnel, law enforcement officers and equipment in the shortest possible time, while maintaining a calm atmosphere in high-stress situations. The dispatcher maintains radio communications with public safety personnel responding to the emergency situation. Incumbents monitor numerous telephone systems, alarm systems and radio frequencies simultaneously and must exercise sound independent judgment in prioritizing calls and dispatching appropriate emergency services as quickly as possible. Incumbents utilize a computer dispatching and record keeping system and must maintain accurate records of all calls. Work is performed under general supervision in accordance with established procedures, with wide latitude to use independent judgment in reacting to emergency or life-threatening situations. Employees are required to work shifts which cover day, night and weekend hours.

TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in the title.

1. Receives calls from the public in need of fire, rescue, emergency medical, law enforcement or other emergency services who have questions on matters of public concern and queries callers in a calm, systematic manner to obtain information needed to dispatch assistance;
2. Operates the police information computer systems, dispatch console and all related equipment;
3. May run NYS and other police database inquiries as required;
4. Dispatches personnel and equipment to the scene of an emergency and monitors the response, dispatching additional coverage as needed or requested;
5. Monitors all calls currently being dispatched, continually updating dispatch information and computer systems as emergency situation evolves;
6. Receives and answers radio calls from officers, supervisors and various agencies and transfers calls to appropriate personnel;
7. Maintains a continuous computerized log of all telephone and radio calls sent out or received;
8. May provide emergency medical dispatch information over the phone until emergency medical assistance arrives at the scene;
9. Receives and relays intra-county mutual aid calls;
10. Maintains a variety of logs and records and prepares reports as needed;
11. Utilizes computerized databases, such as NYS and local systems, to access and record data and information and transmits that data to personnel as appropriate.
12. Searches files and logs for law enforcement and court documents relevant to police work.
13. Communicates with utility companies or other agencies as necessary.
14. Other duties as assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of the geography of the municipality and the location of significant landmarks in order to understand callers and communicate with police, fire, emergency medical services or public utilities as quickly as possible;
2. Ability to control telephone communications with distraught, confused callers through calmly, carefully directed interrogation to obtain all pertinent information regarding the request for service;
3. Ability to transmit messages with good diction and a clear speaking voice;
4. Ability to use good judgment, tact and courtesy in talking with the public and in responding to requests for fire, rescue, or emergency medical service;
5. Ability to read, speak and write English fluently;
6. Ability to learn and apply public service codes and standard operating procedures;
7. Ability to operate two-way radio equipment;
8. Ability to perform routine clerical tasks, such as making log entries, filing written records, and performing searches of filing systems;
9. Personal characteristics necessary to perform the duties of the position;
10. Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

1. Graduation from high school or possession of a high school equivalency diploma and EITHER:
   (A) One year of full-time dispatch work experience in public safety dispatching; OR:
   (B) Two years of part-time dispatch work experience in public safety dispatching; OR:
   (C) Two years of other public safety service; OR:
   (D) A pro-rated combination of experience as indicated in (A), (B) and (C).
2. This position is subject to a background check.
3. Candidate must possess the ability to type rapidly and accurately through a course in typing or typing work experience.

COMPENSATION:

1. Part-Time dispatcher positions are anticipated to be compensated at a rate of $20-25/hour.
2. Paid time off is included.
3. Options to opt-in for dental and vision benefits exist within the Town of Fishkill.
4. Participation in NYSLRS.

POSITION WILL BE OPEN UNTIL FILLED.

Interested candidates should email a resume and cover letter to **ChiefOfPolice@FishkillPD.org**