

COORDINATOR, DISPATCH-RELATED SERVICES

DISTINGUISHING FEATURES OF THE CLASS: This is responsible work that requires the continual oversight, upgrade and improvement of emergency dispatching in a large town police department. The work involves the maintenance of a computer mapping system as well as maintaining the integrity of the department's dispatching database. The integrity of the system impacts on the safety of emergency personnel as well as the legality of information stored therein. In addition the incumbent is assigned as the state-mandated NYSPIN (New York Statewide Police Information Network) Terminal Coordinator for the town's police department. The work is performed under the general supervision of the Police Chief in accordance with departmental guidelines. While supervision of dispatchers is only performed on an occasional basis, the incumbent is responsible for training new personnel. Does related work as required.

TYPICAL WORK ACTIVITIES:

Maintains the integrity and reliability of the system database by reviewing existing procedures, reviewing error reports, verifying codes, running statistical reports, etc.;

Performs daily back-up procedures and troubleshoots problems;

Provides input for development of computer dispatching programs as well as for a 911 system;

Acts as liaison with Rockland County's E-911 system by reviewing subdivision maps for new streets, verifying spot addresses and ensuring that the county has been notified;

Develops codes for compatibility of new systems and verifies codes entered by dispatchers;

Prints out a variety of reports from database (statistical as well as error reports) and gives information to the news media, administrators, consultants, etc. as needed;

Trains new dispatchers and evaluates their progress, makes recommendations for retention or termination and researches outside training for benefit of dispatchers (e.g. "Verbal Judo," "Burnout," "Hostage Situation," etc.);

Acts as NYSPIN Coordinator, overseeing the operation and maintenance of the NYSPIN system, by reviewing and assigning codes, training dispatchers on its use, disseminating information, following up on "canceled" entries, auditing usage reports, making sure that state guidelines are being followed, etc.;

Attends yearly NYSPIN training seminar sponsored by the New York State Police;

Acts as Mobile Data Coordinator which concerns computers and automatic vehicle locators in police cars, by troubleshooting problems and performing minor adjustments to equipment, researching new equipment and meeting with vendors, evaluating equipment as part of a committee; creating checklists of what is needed, setting up sales presentations, preparing spreadsheet evaluations, etc.;

Receives and transmits written messages and voice messages by telephone, two-way radio and teletypewriter;

Dispatches patrol cars and other emergency vehicles to the incident scene;

Enters information about the incident into the computer as it is taking place and provides responding police officers with information deemed important such as prior complaints at that address, cautions that should be taken, etc.;

Completes various fields on the computer screen concerning each incident including incident codes and disposition and generates reports.

(over)

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of techniques, procedures, and regulations for operating two-way radio transmitting and receiving equipment used for emergency communications; good knowledge of local geographic areas, streets and landmarks; good knowledge of the NYSPIN system including the state guidelines for its use and integrity; ability to train and supervise subordinates; ability to establish and maintain effective working relationships with coworkers, public service personnel and the general public.

MINIMUM QUALIFICATIONS: Six (6) years as a police radio dispatcher or related title, utilizing a system of computer-aided dispatch.

PROMOTION: Five (5) years of permanent competitive class status as a Police Radio Dispatcher (Computer-Aided Dispatch).