

# Town of Secaucus

## Job Description

### JOB TITLE: **TELECOMMUNICATOR – DISPATCHER (PART TIME)**

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<b>EXEMPT:</b>	(Y/N): No	<b>SALARY:</b>	\$25.00 / Hour
<b>SHIFT:</b>	TBD	<b>DIVISION:</b>	Police
<b>LOCATION:</b>	Town Hall	<b>DEPARTMENT:</b>	Dispatch
<b>UNION AFFIL:</b>	N/A	<b>SUPERVISOR:</b>	Lieutenant

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**SUMMARY:** The purpose of this position is the daily operations associated with the Police Department's dispatch section. Responsible for responding to calls for emergency and non-emergency assistance in dispatching appropriate police, fire, and other related services. Perform duties in a safe, efficient manner and in compliance with all applicable rules and safety procedures.

**ESSENTIAL JOB FUNCTIONS** including but not limited to the following. Other duties may be assigned.

- Communications liaison for Secaucus Police Department dispatch section. Receives and transmits police, fire, and other emergency alarms.
- Receives telephone requests for police, fire, emergency medical service, or other emergency assistance and dispatches the requests to the proper personnel for disposition.
- Differentiate between routine, priority/non-priority and emergency messages and initiates or follow through as required.
- Operate a variety of telecommunications equipment, including data input assistance of a Computer Aided Dispatch (CAD) system.
- Responsible for documenting and updating information. Performs other clerical duties as assigned.
- Promotes safety awareness and follows safety procedures in efforts reduce or eliminate accidents.
- Able to react to change productively and handle other essential tasks as assigned.

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High School diploma required or equivalent, some college a plus.
- Minimum one (1) year experience either in directly related environment or in a high-volume telephone customer service environment.

- Must take and pass a required telecommunicator examination.
- Possess basic or intermediate Telecommunicator Certificate or 9-1-1 Certification or EMT Dispatcher Certification preferred.
- Excellent verbal and written communications skills,
- Must possess strong interpersonal skills in dealing with the public over the telephone, in person, often in stressful or emergency situations.
- Must possess the ability to define problems, collect data, establish facts and draw valid conclusions.
- Must have the ability to read and interpret documents such as procedure manuals and operating instructions. Ability to write routine reports.
- Knowledge in Microsoft applications including Word, Excel and operation of a variety of communications equipment and computer aided dispatch (CAD) system telecommunications, data and voice information systems.
- Ability to perform duties with minimal or no supervision.
- Must maintain the confidentiality of all information received or discerned during performance of job functions.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms. The employee is occasionally required to stand and walk. While performing the duties of this job, the employee is regularly required to talk and hear. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

**NOTICE REQUIREMENT:** Applications and resumes should be sent the Human Resources Department at [itsirogiannis@secaucus.net](mailto:itsirogiannis@secaucus.net) .

**The Town of Secaucus is an Equal Opportunity Employer**

Reference code: **DISPATCH**