



STELLARTON POLICE SERVICE

JOB DESCRIPTION

TITLE: EMERGENCY SERVICES DISPATCHER

I. GENERAL

Under the direction of the Chief of Police or his delegate, is responsible for dispatch service provided through the Stellarton Police Service as well as other duties as directed by the Chief of Police or his/her delegate. Such duties are to be performed in an unbiased, positive and professional manner and in accordance with Standard Operational Procedures of the Nova Scotia Department of Justice as well as the rules and regulations of the Stellarton Police Service.

II. THE ROLE

1. Respond to the public attending the reception area of Stellarton Police Service and address issues from walk-in clients.
2. Telephone: Answer all incoming telephone calls in a proper and courteous manner. Dispatch Officers will determine the nature of the call and take action as necessary. Dispatch Officers will relay information to appropriate staff in the most expeditious manner.
3. Co-ordinate radio communication between multiple police agencies.
4. Work with various records management and police-related information systems.
5. Alarms: Take immediate action in reacting to all alarms received at the office as per prescribed procedure. Alarm calls must also be recorded in the records management system (PROS).
6. Work according to a shift-work schedule as determined by the Chief of Police
7. Prisoners: Monitor prisoners by physical check and CCTV monitoring throughout the shift.
8. Accident Reports: Assist preparing of Motor Vehicle Accident Reports by collecting required information for the accurate completion of a Form MV58a (whether the form is required or not) from persons attending the office to report an accident. All accidents will be recorded in the records management system (PROS).
9. Fire Department Telephone: Receive telephone calls requiring a fire department response or demand for service and relay the information to the appropriate fire department(s) by radio and telephone paging. Relay emergency calls with speed to provide professional service. Provide daily pager tests to fire departments. Use emergency responder reply system, "IamResponding.com," as needed.



10. Miscellaneous Dispatcher's Duties:

- ✓ Issue seized-vehicle release forms
- ✓ Use of computer, photocopier, fax machine and other office equipment
- ✓ Advise Animal Control Officer of animal complaints from the public
- ✓ Advise owner of found property turned in by the public
- ✓ Contact appropriate Town Public Works personnel to respond for road conditions observed by officers
- ✓ Maintain business contact lists - names, addresses, phone numbers
- ✓ Check conditions for persons on probation reporting to Police Service and sign check-in cards
- ✓ Contact Sheriff's Department for transport of prisoners
- ✓ Contact Children's Aid and Social Workers as requested by Police Officers
- ✓ Assist citizens/travelling public in locating streets, directions, businesses, etc.
- ✓ Other duties as assigned

III. JOB QUALIFICATIONS AND SKILLS

- Proficient in the use of computers, telephones, photocopier, printer, radio communication equipment and other office equipment
- Excellent communication skills (written, oral, listening, and oral presentation)
- Excellent organizational and time management skills
- Ability to correctly interpret departmental policy rules and regulations
- Ability to use several computer software programs (including spreadsheet, word processing, internet, and police-specific programs, etc.)
- Excellent problem-solving skills
- Ability to multi-task and work in a fast-paced environment
- Ability to work with normal and little supervision
- Attend and pass training courses required and associated to the job
- Must sign a confidentiality agreement

IV. KEY COMPETENCIES

- Adaptability
- Interactive Communication
- Decision Making
- Problem Solving
- Critical Judgement
- Stress Tolerance
- Teamwork
- Information Management