



# **CIVILIAN DISPATCHER**

## **CLIFTON POLICE DEPARTMENT**

**\*\*TELECOMMUNICATOR CERTIFICATION REQUIRED FOR THIS POSITION\*\***

### **General Definition and Conditions of Work**

Perform a variety of duties to process requests for emergency and non-emergency assistance and dispatch appropriate service unit(s) in timely fashion.

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching and repetitive motions; vocal communication is required for expressing or exchanging ideas by means for the spoken word and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

### **Essential Functions/Typical Tasks**

Receiving calls for service; dispatching personnel and equipment; maintaining records; entering data; preparing reports.

Receives calls for both routine and emergency requests for service; determines level of response required and dispatches appropriate police, fire or medical units;

Monitors each call unit arrival of emergency personnel and updates responding units as situation changes;

Speaks to and calms both suicidal and mentally disturbed persons and dispatches emergency units as required.

Logs all calls for service in department computer and updates information as required; logs dispatch, arrival and finish times of each responding unit;

Assists field units in investigations by contacting suspects and gathering information requested by officers;

Makes computer entries into National Crime Information Center computer system regarding stolen vehicles, articles, firearms, securities and wanted persons and verifies validity of entries to other law enforcement agencies;

Performs criminal history checks and computer lookups of motor vehicle registrations and driver licenses and relays confidential information to authorized personnel;

Dispatches Animal Control Officer according to established procedures;

Notifies state, county and city road departments and public utilities of conditions affecting public safety

Performs routine maintenance on communication room equipment and maintains computer entry records and emergency contact information for business and city personnel;

Helps train new employees in performance of duties;

Monitors road conditions and notifies state, county and city officials of road conditions; performs related tasks as required.

### **Knowledge, Skills and Abilities**

General knowledge of the methods of operating two-way communications systems; general knowledge of radio code system and teletype procedures; general knowledge of the geography of the City and location of important buildings; ability to type at a reasonable rate of speed; ability to speak distinctly; ability to deal with the public under stressful conditions and remain calm; ability to operate standard office, data entry and computer equipment and communication consoles; ability to establish and maintain effective working relationships with associates and the general public.

### **Education and Experience**

Any combination of education and experience equivalent to graduation from high school.

### **Special Requirements**

Possession of basic telecommunicator certification; access foreign language line; cell phone traces; operate telecommunications device for the deaf (TTY/TDD)

Possession of EMT-D Certification.

Possession of CPR Certification.

Must be a resident of Passaic or Essex County.

### **Starting Salary**

Trainee - \$31,837

PST - \$36,026 - \$53,531.

### **How to Apply**

Please [click here](#) for application.

Send completed application to:

Lt. Alan Fiorilla  
City of Clifton Police Dept.  
900 Clifton Ave.  
Clifton, NJ 07013