

**BREWSTER POLICE DEPARTMENT  
JOB DESCRIPTION  
CIVILIAN DISPATCHER**

A. Minimum Requirements

1. Education, Training and Experience
  - a. 18 years of age
  - b. Associate's Degree with three (3) years prior work experience or a comparable combination of education and work experience
  - c. Successful completion of Field Training Officer program for civilian dispatcher
  - d. Successful completion of CJIS/NCIC training program
2. Knowledge, Abilities and Skills
  - a. Demonstrated ability to keyboard 50 words per minute with corrections
  - b. Ability to operate equipment that includes, but is not limited to, computer and radio equipment, fax machine, audio and video recording equipment, as efficiently and economically as possible under a variety of conditions and in accordance with law and established procedures.
3. Physical Requirements
  - a. 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.
  - b. While performing the duties of this job, the employee is frequently required to sit and talk or hear, stand; walk; use hands to finger, handle or feel objects, tools, or controls; reach with hands and arms; stoop, kneel, and crouch.
  - c. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

B. Work Environment

1. 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.
2. The noise level in the work environment varies from moderate to high at times. Dispatchers must be prepared for frequent interruptions in the work place.

C. Duties and Responsibilities

1. The task of the dispatcher is to gather as rapidly and completely as possible all pertinent information the citizen can offer in regards to emergency requests or complaints.
2. Working under the direct supervision of the shift commander on duty and the general supervision and control of the Patrol Lieutenant, Dispatchers shall be responsible for providing the public with the quickest possible response to

requests for police services by the efficient and diligent manner in which dispatch messages are broadcast to field units.

3. Dispatchers provide aid and support to the officers of the department by ensuring that messages are clear, concise, and timely. They maintain accurate and uniform documentation procedures for all dispatched activity through proper utilization of the department's "Daily Log" system and shall be fully familiar with the procedures for all other data recording and entry responsibilities assigned to the Communication Section.

4. 9-1-1 calls in Brewster are sent to the Barnstable County Sheriff's Communication Center who dispatch all resulting fire and rescue calls. All police-related calls are transferred to Brewster Police Civilian Dispatchers.

5. The duties and responsibilities of a Civilian Dispatcher include but are not limited to the following:

a. While a caller is on the line, the dispatcher is in a position to calmly obtain all the facts. The more information he/she/she obtains, the more precise an account can be given to the personnel in the field, providing better service to the citizen. The dispatcher then is the key figure in the achievement of the prime objective of the department, the protection of life and property. It is imperative that the dispatcher be courteous, professional, and emphatic. With this approach he/she will be able to extract more accurate information and, at the same time, instill in the caller a sense of dealing with a responsible, professional department.

b. Conduct all radio transmissions according to the rules of the Federal Communications Commission and the established procedures of the department. Dispatch all necessary personnel and equipment according to the nature and severity of the called-for service. Maintain constant and diligent monitoring of the system and immediately respond to all requests for assistance or service from field units.

c. Become and remain familiar with the procedures for operational, data entry, and quick data retrieval capabilities of the computer. Provide quick and efficient service to all field units and personnel who request information on warrants, missing persons, stolen motor vehicles, motor vehicle listings, stolen property, and other information which can be obtained.

d. Record all calls for service, crime reports, arrests, releases, protective custodies, selective enforcement activities and field reported services or activity on the "Daily Log." This is to be done in the numerical sequence by time received. Ensure that all information is filled out in the proper spaces provided and that all spellings, locations, and phone numbers are correct.

e. Perform any other duties deemed necessary by the Officer-in-Charge or the Chief of Police.