

Chief Dispatcher
Job Description
Village of Woodstock Police Department

The Chief Dispatcher is the senior communications professional responsible for the administration, supervision, and operation of the Woodstock Emergency Services Communications Center. The Chief Dispatcher ensures the efficient delivery of police, fire, and emergency medical dispatch services while maintaining compliance with all applicable local, state, and federal regulations. This position is responsible for personnel management, quality assurance, training, scheduling, budgeting, policy development and implementation, and the overall effectiveness of the Communications Center. The Chief Dispatcher is also responsible for the continued modernization of the Communications Center through improvements in technology, infrastructure, and operational efficiency.

The Chief Dispatcher also serves as the department's National Incident-Based Reporting System (NIBRS) Auditor. In this role, the Chief Dispatcher conducts quality assurance reviews of all police reports to ensure compliance with NIBRS reporting standards and Vermont Crime Information Center (VCIC) requirements. The Chief Dispatcher communicates directly with police supervisors regarding report corrections and is responsible for validating and submitting NIBRS data for the Woodstock Police Department, the Weathersfield Police Department, the Windsor County Sheriff's Department, and other contracted agencies.

Supervision Received

- Works under the general direction of the Chief of Police.

Supervision Exercised

- Directly supervises all full-time, part-time, and per diem Communications Center personnel.
- Directly supervises the Assistant Chief Dispatcher.
- Provides leadership, coaching, scheduling, training, performance evaluations, commendations, and discipline consistent with department policy and applicable collective bargaining agreements.

Essential Duties and Responsibilities

- Direct and oversee the daily operation of the Communications Center.
- Develop, implement, and enforce Communications Center policies, procedures, and best practices.

- Ensure compliance with Vermont Enhanced 911 standards, VCJIS regulations, the FBI Criminal Justice Information Services (CJIS) Security Policy, NIBRS reporting requirements, APCO/NENA standards, and all applicable laws and regulations.
- Coordinate communications operations with police, fire, EMS, emergency management, and other public safety agencies.
- Ensure adequate staffing levels through scheduling, overtime management, and shift assignments.
- Monitor dispatcher performance and maintain high standards of professionalism, customer service, and operational readiness.
- Conduct quality assurance reviews and implement operational improvements.
- Maintain operational continuity during emergencies, major incidents, and planned special events.
- Develop annual goals and strategic initiatives for the Communications Center.
- Prepare, administer, and manage the Communications Center budget.
- Monitor expenditures and ensure responsible fiscal management.

Personnel Management

- Supervise, mentor, evaluate, and develop Communications Center personnel.
- Recruit, interview, recommend hiring, and assist with onboarding new dispatch personnel.
- Develop training programs and ensure employees complete all required certifications and continuing education.
- Address employee performance issues through coaching, recognition, corrective action, and discipline when appropriate.
- Foster a professional, positive, and team-oriented work environment.
- Serve as the primary liaison between Communications Center personnel, the Assistant Chief Dispatcher, and the Chief of Police.

Communications Operations

- Receive and prioritize emergency and non-emergency calls for service.
- Enter complaints and requests into the Computer Aided Dispatch (CAD) system.
- Dispatch appropriate police, fire, EMS, and other emergency resources.

- Monitor officer safety and unit status.
- Maintain dispatch logs and incident documentation.
- Serve as the department liaison with Crosswinds Technologies regarding the Valcour CAD and Records Management System.
- Record dispatch transmissions within Valcour CAD.
- Retrieve criminal justice information through VCJIS, NCIC, DMV, and other authorized databases.
- Relay information to law enforcement and emergency personnel.
- Answer public inquiries regarding police services, motor vehicle procedures, and community resources.
- Monitor fire and burglar alarm systems.
- Prepare reports, correspondence, and other administrative documents.
- Respond to communications staffing shortages by performing dispatcher duties as necessary.

Administrative Responsibilities

- Coordinate maintenance and replacement of communications equipment, radios, computers, telephones, recording systems, and related technology.
- Maintain records in accordance with applicable records retention laws and department policy.
- Assist with grant applications and communications-related projects.
- Maintain FCC licensing and communications system compliance.
- Prepare and administer annual security alarm billing.
- Prepare statistical reports and annual Communications Center activity reports.
- Maintain all required state and federal reporting requirements.

Equipment and Technology

- Ensure preventative and corrective maintenance of Communications Center equipment.
- Coordinate repairs, upgrades, and replacement schedules with vendors and municipal information technology personnel.

- Maintain operational readiness of CAD systems, records management systems, radio infrastructure, telephone systems, recording systems, and other communications equipment.
- Evaluate and recommend new technologies that improve operational efficiency and public safety.

Knowledge, Skills, and Abilities

The Chief Dispatcher shall possess the ability to:

- Effectively supervise, motivate, and develop personnel.
- Exercise sound independent judgment.
- Prioritize multiple incidents simultaneously.
- Remain calm under stressful and rapidly changing conditions.
- Communicate effectively, both verbally and in writing.
- Interpret and explain department policies and procedures.
- Learn, implement, and manage new technologies and communications systems.
- Maintain confidentiality of sensitive information.
- Develop effective working relationships with employees, municipal officials, emergency responders, partner agencies, and members of the public.
- Speak clearly over radio and telephone communications.
- Accurately enter information into CAD and records management systems.
- Analyze operational issues and implement practical solutions.

Minimum Qualifications

- High school diploma or GED required.
- Considerable experience in emergency communications or public safety dispatching required.
- Previous supervisory or leadership experience preferred.
- Working knowledge of CAD systems, records management systems, and computer applications.
- Working knowledge of NIBRS reporting requirements preferred.
- Must successfully complete an extensive background investigation.

Special Requirements

- Ability to supervise personnel effectively.
- Ability to make independent administrative decisions.
- Ability to work under stressful emergency conditions.
- Ability to provide leadership, coaching, discipline, and professional guidance.
- Ability to communicate effectively, both verbally and in writing.
- Ability to maintain positive working relationships with employees and partner agencies.
- Ability to maintain confidentiality.
- Ability to work rotating shifts when operational needs require.
- Ability to respond during emergencies, staffing shortages, or major incidents.
- Ability to work cooperatively with local, county, state, and federal public safety agencies.

Physical Demands

- Ability to sit for extended periods.
- Ability to speak, hear, read, and write clearly.
- Ability to operate communications consoles, computers, telephones, and related equipment.
- Ability to type accurately and efficiently.
- Ability to lift up to 25 pounds.
- Possess a valid driver's license or reliable transportation.

Work Environment and Schedule

- Work is primarily performed in a climate-controlled Communications Center.
- Noise levels vary from quiet administrative work to high-volume emergency communications.
- Position requires flexibility to work days, evenings, nights, weekends, holidays, emergency call-backs, and extended shifts as operational needs dictate.

Compensation and Posting

- This position is part of the New England PBA collective bargaining unit.

- Compensation and benefits are established by the applicable collective bargaining agreement between the Town of Woodstock and the New England Police Benevolent Association.
- This position serves as the senior communications supervisor responsible for the overall operation of the Woodstock Emergency Services Communications Center.
- This position will be posted on July 10, 2026, and, in accordance with the New England PBA collective bargaining agreement with the Town of Woodstock, will be posted internally for five (5) business days for eligible bargaining unit members to apply.
- The starting pay rate for this position is \$39.06 per hour, as established by the collective bargaining agreement.
- Employees hired to the position of Chief Dispatcher shall serve a six (6) month probationary period beginning on their date of appointment
- Applicants shall submit a resume and cover letter to cokeeffe@townofwoodstock.org.