

Village of Woodstock Police Department

Dispatcher

Job Description

The Dispatcher is responsible for providing professional emergency communications services for the Woodstock Emergency Services Communications Center. Dispatchers receive and process emergency and non-emergency calls for service, dispatch police, fire, and emergency medical personnel, monitor public safety communications systems, and provide critical support to field personnel. This position requires the ability to make sound decisions under pressure while maintaining professionalism, accuracy, and confidentiality.

Dispatchers are responsible for ensuring the efficient operation of emergency communications while complying with all applicable local, state, and federal regulations, department policies, and Communications Center procedures.

Supervision Received

- Works under the direct supervision of the Assistant Chief Dispatcher and Chief Dispatcher.
- Operates under the general direction of the Chief of Police.

Essential Duties and Responsibilities

- Receive and prioritize emergency and non-emergency telephone 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 throughout each shift.
- Maintain dispatch logs and accurately document incidents.
- Record dispatch transmissions within the Valcour CAD system.
- Retrieve criminal justice information through VCJIS, NCIC, DMV, and other authorized databases.
- Relay information accurately and promptly to law enforcement and emergency personnel.
- Monitor fire and burglar alarm systems.
- Answer public inquiries regarding police services, motor vehicle procedures, and community resources.
- Prepare reports, correspondence, and other administrative documents as assigned.

- Maintain radio communications with field personnel during routine operations and emergency incidents.
- Monitor multiple radio channels, telephone lines, alarms, and computer systems simultaneously.

Communications Center Responsibilities

- Follow all Communications Center policies, procedures, and operational directives.
- Maintain compliance with Vermont Enhanced 911 standards, VCJIS regulations, the FBI Criminal Justice Information Services (CJIS) Security Policy, APCO/NENA standards, and all applicable laws and regulations.
- Maintain accurate records and documentation.
- Assist with quality assurance efforts and report discrepancies to supervisory personnel.
- Participate in required training and continuing education.
- Maintain the confidentiality of criminal justice information and sensitive department records.
- Maintain Communications Center equipment in a clean and serviceable condition and promptly report equipment malfunctions.
- Assist with testing communications equipment and emergency notification systems as directed.
- Perform other related duties as assigned.

Knowledge, Skills, and Abilities

The Dispatcher shall possess the ability to:

- Remain calm and professional during stressful and rapidly changing situations.
- Prioritize multiple incidents simultaneously.
- Make sound decisions under pressure.
- Communicate clearly and effectively, both verbally and in writing.
- Speak clearly over radio and telephone communications.
- Accurately enter information into CAD and records management systems.
- Operate multiple computer systems simultaneously.
- Learn and apply department policies, procedures, and communications protocols.

- Maintain strict confidentiality of sensitive information.
- Establish and maintain effective working relationships with coworkers, emergency responders, partner agencies, and members of the public.
- Interpret and follow written and verbal instructions.
- Demonstrate excellent customer service skills while interacting with the public.

Minimum Qualifications

- High school diploma or GED required.
- Experience in emergency communications, public safety, customer service, or a related field is preferred but not required.
- Working knowledge of computers and the ability to learn CAD, records management systems, and communications software.
- Must successfully complete an extensive background investigation.

Special Requirements

- Ability to work under stressful emergency conditions.
- Ability to remain composed during critical incidents.
- Ability to communicate effectively, both verbally and in writing.
- Ability to maintain confidentiality.
- Ability to work rotating shifts, including nights, weekends, and holidays.
- Ability to work overtime, emergency call-backs, and extended shifts when operational needs require.
- Ability to complete all required training and certifications.
- Ability to work cooperatively with police, fire, EMS, municipal employees, and other 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, radios, 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 rotating shifts, including 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.
- Employees hired to the position of Dispatcher shall serve a six (6) month probationary period beginning on their date of hire.
- This position will be posted in accordance with the provisions of the applicable collective bargaining agreement.
- Applicants shall submit a resume and cover letter to cokeeffe@townofwoodstock.org.