

Assistant Chief Dispatcher
Job Description
Village of Woodstock Police Department

This position includes the responsibility of NIBRS Auditor, under the direction of the Communications Center Manager. As the NIBRS Auditor, a review of all cases will be completed. This is to ensure they are NIBRS compliant.

As the NIBRS Auditor, the Assistant Chief Dispatcher position will have to communicate with officers and supervisors for any needed corrections. The NIBRS Auditor will need to transfer and validate monthly NIBRS submissions to the State of Vermont from the Towns of Woodstock, Weathersfield, and the Windsor County Sheriff's Department Police data.

Supervision Received

- Works under the general supervision of the Communications Center Manager and Chief of Police and reports to the Communications Center Manager.

Supervision Exercised

- Supervises three full-time Dispatchers and some part-time Dispatchers under the direction of the Communications Center Manager.

Essential Duties & Responsibilities

- Supervision:
 - Supervises the activities of the Dispatchers.
 - Plans, assigns, and directs work.
 - Sanction employees, commend employees, addresses complaints, and resolves problems.
 - Answers procedural and legal questions from officers.
 - Relays sentiments from the Communications Center Manager.
- Receive and log complaints into a Computer Aided Dispatch (CAD) system and other requests for police, fire or rescue services. Solicit detailed information about the situation, assess the urgency or seriousness of the problem, and determine appropriate action.
- Dispatch appropriate police or fire units; dispatch on-call rescue personnel to station.
- Record dispatch transmissions in units' Valcour log histories.

- Receive and record and/or relay a variety of communications to and from town personnel/departments, other area police/fire/rescue units, state law enforcement agencies, and the like.
- Track location of personnel on duty.
- Retrieve information from computer system: run checks on motor vehicles, driver's licenses, stolen checks, and relay information to appropriate personnel, including other area police departments.
- Answer questions from the public concerning procedures for driver's licenses, motor vehicle registration, and the like. Assist people with disabled vehicles, seeking lodging, and so forth.
- Type a variety of complaints, affidavits, investigations, and other reports.
- Prepare and/or maintain a variety of records and reports related to assigned duties, including audio and video tape files.
- Monitor Fire/Burglar Alarm System.
- Assist the Communications Center Manager in preparing a budget for operation of the dispatch center and assist in the efficient expenditure of appropriate funds.
- Ability to learn, understand and explain a wide variety of the communication centers policies and procedures, and general information. General knowledge of the area covered by the dispatch center and of law enforcement operations helpful.
- Ability to work cooperatively with a wide range of town personnel as well as outside organizations/agencies.
- Answer and process emergency calls from anywhere in the state of VT.
- Must be able to work shift work, including weekends and Holidays, and short notice overtime and call ins.
- Concentrate and not be distracted while performing a task over a period of time.
- Determine priorities among simultaneous requests and messages.

- Maintain composure and make appropriate decisions when reacting to a variety of situations, which may endanger the safety of persons or property.
- To speak clearly so that it is understandable to a listener and over the radio.
- Quickly and accurately transcribe radio and telephone messages into appropriate computer systems.
- Learn new procedures and adapt existing ones to new situations.
- Follow oral and written instructions.
- Establish and maintain effective working relationships.
- Maintain FCC licensing.

- Equipment Care:
 - Includes preventative and corrective care of Town and Village equipment, including computers, phones, and general dispatching tools.

Minimum Qualifications

- Applicant must possess the ability to read, and write, type, and have either completed high school or have a GED. Must also have working knowledge of computers. Must be able to pass a complete background check conducted by this department.

Special Requirements

- Ability to supervise and communicate with subordinates.
- Ability to make independent judgements.
- Ability to work under stressful conditions.
- Ability to provide leadership, discipline, and recommendations and advice.
- Ability to communicate verbally and in writing.
- Ability to work well with others.
- Ability to deal effectively with all facets of the public.
- Ability to work a rotating shift schedule.

- Ability to act as Communications Center Manager when needed and ensure all standards are met.
- Ability to work well with other law enforcement partners.

Physical Demands

- Must be able to speak, read and write. Must have the physical ability to operate dispatch equipment. Must be able to lift a minimum of twenty-five pounds. Must have a valid driver's license or reliable transportation. Must be able to type fast and accurately. Must be able to place, answer and refer telephone calls.

Work Environment & Schedule

- Work is normally performed in a climate-controlled office environment.
- The noise level in the work environment varies from quiet to loud.
- Flexibility to work varied shifts, including nights, weekends, and holidays, as per departmental needs.

Job Posting

- This position will be posted on 6/1/26 and per New England PBA union agreement with the Town of Woodstock, will be posted internally for five business days for union members to apply.
- To apply, please send your resume and cover letter to cokeeffe@townofwoodstock.org
- This position is part of the local bargaining unit and as such, the pay scale is set by a contract between the union and the Town of Woodstock. The starting pay scale for this position starts at \$36.09 per hour.