

TOWNSHIP OF TOMS RIVER

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Toms River, NJ 08754
732-341-1000



DEPARTMENT OF HUMAN RESOURCES
33 Washington Street
Toms River, New Jersey 08754

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November 17, 2016
Due Date: November 28, 2016

TO: To All Departments

FROM: Daniel T. Mahony, Assistant Business Administrator
Division of Human Resources

RE: Police Dispatcher – Full Time – Open to the Public

This is to advise that the position of Police Dispatcher is now available at the Toms River Police Department. The Job Description and Qualifications are as follows:

JOB DESCRIPTION: Grade 6 – Police Dispatcher – Full Time

This is specialized work in receiving/dispatching police and emergency calls and messages in the police communications center and in performing a variety of related duties. Work involves the responsibility for operating radio communications, telephonic equipment and performing related clerical communications tasks. Work requires fast, efficient and accurate receiving, dispatching and processing of calls, alarms and messages. Employees assigned to this position are responsible for receiving, evaluating and dispatching calls for police service and performing notification and information gathering duties in support of officers in the field. All work is performed in accordance with departmental rules and regulations under the supervision of a superior but requires judgment in completing and controlling dispatching under stress conditions.

JOB FUNCTIONS AND DUTIES

1. Receives/evaluates, and dispatches calls from the public requesting police assistance including calls for police, emergency medical services, fire assistance, municipal services, and general information.
2. Maintains radio contact with police units, other law enforcement agencies and Township departments when necessary.
3. Inputs and transmits call information using computer terminal keyboard; refers callers to appropriate agencies; or contact various parties to notify of complaints and/or actions required.
4. Verifies and/or inputs data as requested by officers in the field.

5. Operates a two-way radio and/or MDT system to dispatch calls to patrol units and receive and communicate information.
6. Utilizes computer aided dispatch terminal to update and monitor unit status, transmit officer request for emergency services and retrieve various data/records.
7. Notifies wrecker services, emergency medical services, fire service, Prosecutor's Office, Medical Examiner or any other services/agencies requested by officers in the field.
8. Contacts complainants by telephone to gather supplemental information on service requests, as needed.
9. Conducts file inquires, as requested by officers, into NCIC, or regional data banks to check driver records, vehicle registrations, stolen property listings, warrants, criminal history reports and/or missing persons listings.

RELATED DUTIES AND RESPONSIBILITIES

1. Performing a variety of clerical duties including maintaining logs; typing and filing forms, records and reports.
2. Disposition of call is accomplished in accordance with established departmental procedures; however, an employee in this position must exercise independent judgment as experience is gained.
3. Relays information to police supervisors; supervision shall be received from a supervisor both orally and in writing.
4. Answers phones for other Department offices or other agencies when needed.
5. All books and records under the charge of the dispatcher must be kept neatly and accurately, and all such records will be inspected periodically.
6. At the end of the tour of duty of the dispatcher, they shall check to see that all records and reports are complete; and he/she shall thoroughly acquaint the dispatcher that relieves his/her with all the current business of the office, paying particular attention to the uncompleted business, reports and orders, so that the operation of the department shall not be interrupted.
7. The dispatcher shall perform other assignments as assigned at the discretion of the employee's immediate supervisor on an as needed basis as determined by the immediate supervisor.

JOB REQUIREMENTS

Experience providing a familiarity with the operation of public emergency communication equipment and systems and/or answering complaints and providing information; graduation from high school; certified training in Emergency Medical Dispatch (EMD), 911 Emergency Operations; or any equivalent combination of experience and training which provides the following knowledge, abilities and skills:

1. Knowledge of the geography of the Township, or the ability to acquire such knowledge within a reasonable period of time.
2. Knowledge of radio transmission procedures, or the ability to acquire such knowledge within a reasonable period of time.

3. Knowledge of emergency medical service, police and fire organizations and procedures or the ability to acquire such knowledge within a reasonable period of time.
4. Ability to develop, within a reasonable period of time, skill and speed in the operation of radios and related equipment and to demonstrate a knowledge of public safety functions and procedures.
5. Ability to act quickly, calmly and correctly in emergency situations.
6. Ability to maintain dispatching procedures, coordinating and placing equipment within departmental procedures and with respect to the needs of the particular emergency.
7. Ability to speak clearly and distinctly.
8. Ability to understand and carry out oral and written instructions.
9. Ability to accurately enter required dispatch information into the CAD system at a reasonable rate of speed and the ability to successfully complete a 20 words per minute typing test and a timed CAD test.
10. Ability to successfully pass a background investigation. In addition to Township requirements a successful candidate must meet the requirements promulgated by the State of New Jersey, Department of Law and Public Safety in order to receive clearance to access all CJIS Terminal Operations. All arrests, juvenile, adult and expunged records are possible disqualifiers for law enforcement employment.
11. Ability to establish and maintain effective working relationships with fellow employees and the public.
12. Persons with mental or physical disabilities are eligible as long as they can perform essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible, or if the individual cannot perform the job without posing a serious threat of injury to the health and safety of the individual himself or to the other employees or the public.

UNION:	FMBA – Local 483
Hours:	40 hours per week
Salary:	\$41, 107/yr. (New Hire)
Account Number:	P45-110

Applications must be filed no later than Monday, November 28, 2016, with the Department of Human Resources, 33 Washington Street, Toms River, New Jersey, 08753.
