

EMERGENCY TELECOMMUNICATIONS DISPATCHER

A. SUMMARY

The Dispatcher receives all oral communications from the public and law enforcement personnel coming into the police station.

B. GENERAL DUTIES AND RESPONSIBILITIES

It is the duty and responsibility of the Dispatcher to:

1. Report any deployment of police officers beyond their regularly assigned routes or sectors to the Officer-in-Charge.
2. Inform the Officer-in-Charge whenever a police vehicle is out of service.
3. Announce the call letters of the Department as issued by the Federal Communications Commission.
4. Be thoroughly familiar with the Department's procedures relating to use of radio and other communications equipment.
5. Acquire a thorough knowledge of the location and lay-out of streets, buildings, parks, housing developments and other significant areas of the community so as to maximize the accuracy and speed of dispatches.
6. Respond to all complaints received in a clam and civil manner.
7. Be familiar with emergency procedures that relate to matters requiring urgent police attention so as to be capable of activating them immediately.
8. Coordinate police, fire and ambulance activities at the scene of crimes, motor vehicle accidents, fire scenes, etc.
9. Keep personnel who have been dispatched on calls fully informed of all facts affecting the safety or efficiency of their response to the call. Review all data in the CAD for all hazards.
10. Inform the Officer-in-Charge when contact with an officer on patrol cannot be made after a unit is paged twice.
11. Maintain equipment, especially the emergency call lines, in working order and immediately report any malfunction or defect to the Officer-in-Charge.

12. Utilize the CAD system to assign units to calls, arrive units at scene and update system with dispositions of incident.
13. Render assistance to the members of the general public who make inquiries at police headquarters.
14. Monitor the alarm panel for all alarms.
15. Monitor CCTV's for interior, cellblock, and outside perimeter security.
16. Operate the E911 system. Receive, transfer and record calls.
17. Monitor BAPERN and Intercity channels for radio traffic of interest to the Brookline Police.
18. Monitor and utilize the LEAPS/NCIC computer system. Enter, modify and cancel various records.
19. Answer the telephone calls promptly and respond by stating "Brookline Police Department", followed by his/her rank and surname as well as informing the caller that they are being recorded.
20. Perform any other duties as assigned by the Chief of Police or the Commanding Officer-Platoon on Duty.