



2022-62
4211150

POSITION VACANCY ANNOUNCEMENT
BELKNAP COUNTY

<u>Position Title</u>	<u>Labor Grade</u>	<u>Starting Salary</u>	<u>Department/ Division</u>	<u>Posting Date</u>	<u>Work Shift</u>
Dispatcher	5	\$23.90	Sheriff	11/29/22	Part-time

SPECIAL INSTRUCTIONS:

An application is required and may be completed by going to the County's website www.belknapcounty.gov clicking on the "Employment" tile and "Apply on-line", or [click here](#). Resumes are encouraged but will not serve as a replacement for the required application. Questions contact: [Jamie Ellsworth](#), Human Resources, 34 County Drive, Laconia, NH, 03246; Phone 603-729-1245.

GENERAL SUMMARY:

Under the general supervision of the administrative sergeant, answers emergency and non-emergency calls for 10 area police departments and the Belknap County Sheriff's Department. Dispatches appropriate personnel to the calls. Relays vital information in a quick and effective manner to the public and officers and other agencies in order to provide both public and officer safety.

ESSENTIAL JOB FUNCTIONS:*

- ◆ Answers emergency and non-emergency lines for 11 police agencies. Prioritizes incoming calls in order of importance. Dispatches police to all calls received. Logs all information from calls.
- ◆ Enters wanted/missing subjects, stolen vehicles, etc., into NCIC, state and nation-wide.
- ◆ Cancels wanted subjects when they are arrested and cancels stolen vehicles, etc., when they are located.
- ◆ Coordinates with Lakes Region Fire Dispatch to dispatch ambulance and fire personnel when requested by officers or as needed.
- ◆ Contacts on-call Medical Examiner and County Attorney when necessary.
- ◆ Contacts wreckers and road maintenance to maintain safety of travelers.
- ◆ Calls area police departments for information when requested by officers.
- ◆ Sends and receives broadcasts for/from police to advise of missing or wanted subjects, stolen vehicles, etc. Advises officers of these broadcasts over the radio and by telephone.
- ◆ Cleans out broadcast box and files canceled and non-current broadcasts by month and department.

OTHER DUTIES AND RESPONSIBILITIES:

- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Radio, Telephone, and Related Equipment General Office Equipment; S.P.O.T.S. (Interstate) Computer System Video Camera Monitors; Telephone and Radio Recording System; Electronic Door Systems; In-House Computer System and Printers; In-House Paging System (Intercom); TTY Equipment; 911 CAD

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience: High School Diploma or equivalent with 1-3 years of customer service or dispatching experience required. Some college, experience in customer service or public relations preferred. *Must be able to work rotating shifts with occasional overtime.*

Licenses and Certifications: Ability to obtain S.P.O.T.S. (State Police Computer System) Operator Certification within 6 months of date of hire.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- ◆ Police work and police communication systems.
- ◆ General administrative procedures and techniques.
- ◆ The communities within and adjacent to Belknap County, including but not limited to streets, major landmarks and business locations.
- ◆ Correct use of dispatch, radio and telephone communication systems.
- ◆ Computer applications including S.P.O.T.S., NCIC, IMC and other county programs related to work responsibilities.
- ◆ Applicable state, federal, and local laws, rules and regulations.

Skilled in:

- ◆ Operating computer hardware and software applications, office equipment and data entry.
- ◆ Dealing effectively with a variety of people, including during extreme emergency.
- ◆ Using tact, discretion, initiative, and independent judgment within established guidelines.
- ◆ Communicating clearly and effectively.
 - ◆ Researching, compiling, and summarizing a variety of informational and statistical data and materials.

- ◆ Organizing work and setting priorities.

Mental and Physical Abilities to:

- ◆ Work effectively with other agencies, officials, employees and the general public.
- ◆ Remain at the dispatch console for extended periods of time.
- ◆ Work in stressful conditions, while handling multiple telephone lines and radio communications.
- ◆ Successfully pass a background investigation. Have no felony convictions, serious misdemeanor charges or crimes involving violence or moral turpitude.
- ◆ Follow proper dispatch procedures, including analyzing incoming information to determine the level of resources required and the ability to prioritize calls.
- ◆ Follow proper procedures for running vehicle registration, warrants, driver information, and article inquiries.
- ◆ Operate radio, telephone, and related equipment.
- ◆ Perform multiple tasks concurrently.
- ◆ Maintain a calm, measured demeanor during periods of extreme stress.
- ◆ Assimilate information and respond quickly.
- ◆ Manage and properly respond to a wide variety and large volume of emergency calls.
- ◆ Establish effective professional working relationships with other dispatchers, supervisors, law enforcement personnel, the general public, ambulance company representatives, wrecker company representatives, fire service and EMS personnel, and members of other public safety agencies.
- ◆ Hear, understand, and orally communicate detailed information accurately and completely.
- ◆ Speak clearly and distinctly.
- ◆ Remain calm in stressful situation and deal courteously, professionally, and firmly with callers who may be hysterical in order to obtain critical information.
- ◆ Use tools or equipment requiring a high degree of dexterity.
- ◆ Distinguish between shades of color.
- ◆ See and read a computer screen and a variety of written materials, all of which require close vision abilities.
- ◆ Employees must be able to reach and extend hands in any direction as well as handle, hold, grasp, turn, or otherwise work with hands.

Working Conditions:

Work is performed in an office.

The employee may be exposed to noise, machinery with moving parts and possible electrical shock.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

***External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.

**FOR ADDITIONAL INFORMATION INQUIRE AT THE HUMAN RESOURCES OFFICE,
34 COUNTY DRIVE, LACONIA, NEW HAMPSHIRE 03246**

GENERAL PROVISIONS

In the event the County determines applicants are equally qualified and a County Employee seeks by promotion to fill this vacancy, preference will be given to County Employee.

Position postings not carrying a specific closing date under Special Instructions may be closed without notice after five working days.

In the event the County determines applicants are equally qualified after the oral interviews, and an applicant has furnished proof of entitlement with his/her application, a veteran shall receive preference in hiring related decisions.

"An Equal Opportunity Employer M/F/DP/V"