



West Warwick Police Department

1162 Main Street

West Warwick, RI 02893-4829

Phone: (401) 821-4323 Fax (401) 822-4898



Colonel Mark A. Knott
Chief of Police

POLICE DISPATCHER

The Town of West Warwick is now taking applications for **Police Dispatcher**. Individuals who wish to be considered for employment by the Town of West Warwick as a Police Dispatcher must complete all test requirements, including a written test, interview, a psychological test, a medical screening as well as a background investigation. Applicants must be United States citizens; Be at least 21 years of age by March 1, 2020, Possess a high school diploma or have obtained a General Equivalency Diploma, and be of good moral character. A \$25.00 written test fee is required with the application.

The Town currently has two (2) full-time and two (2) part-time weekend positions available.

Applications may be obtained at the West Warwick Police Department, 1162 Main St., West Warwick, RI or at www.westwarwickpd.org "Employment Opportunities," beginning January 10, 2020. Completed applications along with the \$25 processing fee must be returned to Major Donald Archibald at WWPDP Headquarters by Friday, February 14, 2020 by 12:30 p.m.

For questions, contact Major Archibald at darchibald@westwarwickri.org.

Individuals with applications on file must reapply. EOE

"Courage ~ Sacrifice ~ Devotion"

**WEST WARWICK POLICE DEPARTMENT
JOB DESCRIPTION**

TITLE: POLICE DISPATCHER

EFFECTIVE: 01/2020 tbd

DEPARTMENT: POLICE

OBJECTIVES:

Under the Supervision of the Patrol Major and the direct supervision of the Officer-in Charge of the shift, the Dispatcher receives all oral communication from the public and law enforcement personnel either over the communication lines or in person at police headquarters. The Dispatcher transmits requests for service to the appropriate location.

ESSENTIAL FUNCTIONS:

Receives incoming calls, routine calls and Emergency 911, from the public and courteously and efficiently obtains and shares all relevant information in support of a 24 hour a day public safety operation.

Quickly evaluates and determines the type and level of service required and directs information to the appropriate first responders or support personnel.

Greets the public coming into the Police Station and assists them with police business matters in the absence of the Records Clerk.

Receives information requests from police officers and provides assistance in a timely manner.

Provides clerical support as required or requested.

NON-ESSENTIAL FUNCTIONS:

Lifting and carrying heavy equipment, materials and supplies without assistance.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of the geographic boundaries of the town, including location of streets, important buildings and sub-divisions.

Ability to understand and execute oral and written instructions.

Ability to be courteous, but firm with the public.

Ability to read and understand laws, departmental policies, rules and instructions.

Ability to react quickly and calmly and be able to multi-task under emergency conditions.

Ability to write clear and comprehensive reports.

Ability to quickly learn department functions, practices, rules & regulations pertaining to Public Safety.

Ability to speak clearly in a well-modulated voice and to use good diction.

Ability to operate current Windows operating systems, Police Records Management systems and related software programs.

Ability to maintain accurate records and files.

Ability to establish and maintain effective and professional working relationships with coworkers.

Skill in the full operation of all communications equipment located in the police station, including but not limited to VHF and 800 MHz radios, IMC Police RMS system, E911 and Cox Business phone systems.

Report any deployment of police officers beyond their regularly assigned area to the Officer-in-Charge.

Keep personnel who have been dispatched on calls fully informed of all facts affecting the safety or efficiency of their response to the call.

After a reasonable effort has been made to contact the officer, inform the Officer-in-Charge when contact with an officer on patrol cannot be made.

Immediately report any malfunction of equipment in the care and control of the Dispatcher.

Perform other duties as required or assigned.

REQUIRED EQUIPMENT OPERATION:

Operate dispatch radio equipment, telephone switchboard, computers, copier/scanner, recording system and standard office equipment.

REQUIRED PHYSICAL EFFORT:

Sitting at a dispatch station and working over extended periods of time; walking throughout the building, lifting and carrying heavy materials and equipment.

REQUIRED QUALIFICATIONS (MINIMUM):

- At least twenty-one (21) years of age
- High School Graduate or GED
- Able to successfully pass a written examination
- Able to pass a physical exam
- Able to pass a thorough background check
- Able to pass a psychological exam administered by University of Rhode Island
- Able to successfully complete classroom and on-the-job training program prescribed by the West Warwick Police Department