

Dispatch/Communications Center Coordinator*

Function of Job:

Under general supervision of designated supervisor, supervise operation of a dispatch/communications center, including scheduling activities and staff; monitor and update communication equipment, hire, train, evaluate and supervise staff, and perform data entry and maintain files and records, serve as dispatcher as needed, and act as liaison with other departments/agencies.

Characteristic Duties and Responsibilities:

1. Schedule and supervise operation of dispatch/communications center, including routine and emergency situations.
2. Hire, train, schedule, evaluate, assign work, and supervise staff in providing emergency and service dispatching and activities.
3. Develop and provide staff training programs/methods as appropriate, including updating and improving communication skills.
4. Receive and process calls, respond to requests for service, evaluate emergency calls, and coordinate activities with other agencies.
5. Provide dispatch services for police, fire, and/or ambulance services as assigned.
6. Coordinate, maintain, and operate specialized telecommunications networking equipment and systems with federal, state, county, municipal and institutional police, fire and EMS agencies and maintain, operate, and update other equipment as assigned.
7. Plan and implement operational policies, procedures and practices to improve efficiency of operations and evaluate effectiveness of systems, programs and services.
8. Prepare reports; maintain files and records pertaining to dispatch/communications center operations, including data entry as required.
9. Coordinate and/or administer agreements, contracts and fees as assigned.
10. Perform related duties as assigned.

Minimum Acceptable Qualifications:

1. Associate's Degree in Public Safety, Criminal Justice or related field and three years of experience with a public safety agency or emergency dispatching facility or high school graduation and five years of related training and experience.
2. State Police On-line Telecommunications System (SPOTS) certification.
3. Supervisory skills.
4. Experience in emergency dispatch.
5. Specialized training as required by department.
6. Ability to communicate verbally in a clear manner.
7. Knowledge of rules and regulations relating to equipment in use, including those of Federal Communications commission pertaining to radios, as required by hiring department

10/1/08
System Approval

7/1/08
Effective Date

This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.

* Revised – Original approved 5/13/75, and revised 3/5/79, 7/30/80, 3/1/82 and 1/24/85 as “Dispatcher II”; revised 6/12/87 as Dispatcher III