

DISPATCHER II*
(COMMUNICATIONS SPECIALIST)

Function of Job:

Under broad supervision of Dispatcher III or other designated supervisor, to be responsible for coordination of alarms and transmissions of all emergency services calls (fire, police, emergency, medical aids) processed through the Communications Center and/or other units, according to general procedures.

Characteristic Duties and Responsibilities:

1. Operate multi-channel two-way radio/telephone consoles and other related equipment for emergency services, including police, fire and ambulance.
2. Receive, interpret and process calls for emergency services and other service units.
3. Initiate and operate Computer Aided Dispatch (CAD) equipment and systems for all emergency services processed through the Communications Center, including the campus and several other area communities.
4. Initiate and operate special computerized Police Information Management System, involving software and hardware systems.
5. Initiate and operate specialized New Hampshire State Police On-Line Police Telecommunications software and hardware computer systems (SPOTS) as a computer interface between designated area police agencies, New Hampshire State Police (NHSP), the Federal Bureau of Investigations (FBI) and the National Crime Interaction Center (NCIC).
6. Record, maintain and process computerized data for emergency services agencies and other units, including street files; name indexes; call back rosters; water supply systems; building locations; high hazard areas; area maps; calls for service; type, location, and status of emergency response vehicles; fire and burglar alarms; location of handicapped individuals and small children; mutual aide assistance; automatic fire, police, and ambulance response calls; wrecker services and notification rosters.
7. Respond to requests for information from the public, answer business/emergency telephone calls from the public and act as a resource to the public for referrals.
8. Evaluate the nature of common medical emergencies.
9. Coordinate activities with other agencies.
10. Perform other related duties as assigned.

Minimum Acceptable Qualifications:

1. Associate degree or equivalent combination of education and experience.
2. Excellent oral and written communication skills.
3. Ability to retain/communicate information and to perform duties during emergency conditions or under prolonged stress.
4. Knowledge of and ability to operate multi-frequency two-way radio equipment/consoles, specialized computer software/hardware system for UNH/PIMS and Computer-Aided Dispatch (CAD) equipment.
5. Ability to be certified as a computer operator of the New Hampshire State Police On-Line Telecommunications System (SPOTS) and to requalify annually.
6. Ability to record, maintain and process computerized data of alarms and responses for emergency services agencies and other units.
7. No criminal record other than minor motor vehicle violations.
8. Keyboard skills with ability to operate other computer terminals and similar equipment.
9. Must successfully complete a background investigation, written/psychological examination, and may be required to be deputized by the authority having jurisdiction.
10. Previous appropriate experience in a Public Safety agency.
11. Familiarity with rules and regulations relating to equipment in use, including those of the Federal Communications Commission.

6/25/93

System Approval

6/25/93

Effective Date

* Revised - original approved 6/12/87.

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.