



Chief of Police  
Joseph A. Roark

# PELHAM POLICE DEPARTMENT

14 VILLAGE GREEN  
PELHAM, NEW HAMPSHIRE 03076  
Telephone (603) 635-2411 Fax (603) 635-6959

## **Entry Level Police Dispatcher Hiring Process**

The Pelham, New Hampshire Police Department will be conducting a hiring process for a Police Dispatcher position.

The testing process will consist of a written examination, oral board, psychological test, polygraph test, background investigation, and an interview with the Chief of Police.

Successful candidates must be of good moral character, have good communication skills, possess the ability to multi-task, work efficiently under pressure, exercise good common sense and be able to analyze situations quickly and objectively.

The position of Police Dispatcher is a non-sworn position under the direction of the Administrative Operations Commander or his/her designee and is responsible for receiving and dispatching emergency and non-emergency police and fire calls for service by telephone, radio, and/or computer, providing information to Police and Fire Officers and to the public, and operating the NCIC/SPOTS terminal.

Candidates must be a United States Citizen and be a minimum of 21 years of age, graduation from High School or G.E.D. equivalent and experience equivalent to two years full time clerical support work; OR completion of a post-high school course/program in Office Practices, Business, or closely related area may substitute for one year of the required experience. Candidates must type at least 40 wpm and possess and maintain a valid driver's license.

Candidates **must** produce a valid driver's license for identification on the day of the written examination.

**Interested candidates should submit a letter of interest, resume, personal appearance disclaimer and a job application to Captain Stephen Toom no later than Friday, October 10, 2014.**

Job application packets and a "Personal Appearance Disclaimer" form can be picked up at the Pelham Police Department or downloaded from our web site at [www.pelhampolice.com](http://www.pelhampolice.com).

If you have any questions call Captain Toom at (603) 635-2411 Ext. 3012 or visit [www.pelhampolice.com](http://www.pelhampolice.com) ☐

The Town of Pelham and the Pelham Police Department are equal opportunity employers.

JOB DESCRIPTION: DISPATCHER

A. General Duties:

1. The position of Police Dispatcher is a non-sworn position under the direction of the Captain, Administrative Operations Commander or his/her designee and is responsible for receiving and dispatching emergency and non-emergency police and fire calls for service by telephone, radio, and/or computer, providing information to the public, and operating the NCIC/SPOTS/Open Fox terminal. The position of Dispatcher may be either full-time or part-time depending upon the needs of the department;
2. Maintains a complete working knowledge of the function and operation of the telephone, radio, computer-aided-dispatch, and NCIC/SPOTS/Open Fox systems. Maintains a working knowledge of the manual system of dispatch in the event the IMC system fails;
3. Dispatches calls for service to appropriate units in accordance with established priorities;
  - A. Uses good judgment and proper communications skills related to answering phone calls for routine or emergency police service;
  - B. Quickly determines the type of call for service being made;
  - C. Asks relevant, pertinent questions and obtains the necessary information and descriptions, to include:
    - AA. Name, address and phone number of complainant;
    - BB. Type of incident being reported;
    - CC. Location of the incident;
    - DD. Time occurred;
    - EE. Whether injuries exist;
    - FF. Weapons or any other life/safety concerns;
    - GG. Description and direction of travel of suspects or suspect vehicles;
  - D. Calms hysterical callers and controls the conversation;

agencies;

- E. Informs the victim/witness of the agency's response, including direct law enforcement service and/or referrals to other
- F. Evaluates calls for service by emergency or non-emergency priority, available unit(s), and holding time;
- G. Assigns primary and back-up police and/or fire units as necessary;
- H. Uses the alert tone as necessary and in accordance with established procedure;
- I. Directs radio channels for emergency traffic as necessary;
- J. Coordinates perimeters for K-9 tracks or other scenes;
- K. Properly uses radio signals and codes, phonetic alphabet, and clear speech procedures;
- L. Records the date and times of request, dispatch, arrival, and completion for calls for service;
- M. Issues event numbers and records the proper dispositions for calls that do not have an event number;
- N. Records all officer-initiated activity into the IMC system, indicating unit number, location, and status;
- O. Maintains a continuous awareness of the status and location of all units operating on the primary channel;
- P. Responds to requests made by field units and/or coworkers;
- Q. Monitors all radio traffic on the primary channel. Monitors secondary other radio channels for activity that may affect on the primary channel;
- R. Remains alert to incoming computer transactions and information;
- S. Prepares and broadcasts or disseminates via radio, mobile data or e-mail, BOLO and extra patrol information when applicable;
- T. Uses maps or IMC to decide jurisdictional questions or to assist road units with the geography of an area;

units

- 3. Makes callouts of detectives, K-9s, crime-scene units, and other

specialized personnel at the direction of a Patrol Supervisor;

4. Obtains rotation wreckers and impound wreckers for requesting field units;
5. Maintains rotation of wrecker schedules;
6. Makes necessary police business phone calls for field units;
7. Contacts other public service agencies and relays information as required;
8. Transfers calls to other divisions or personnel who can handle the request;
9. Provides information to officers or other agencies who may inquire;
10. Maintains the trespass warning log and warrant files;
11. Reports 911 telephone number errors, non-valid addresses, and other problems to the Police Technical Administration Manager;
12. Operates the NCIC/SPOTS terminal:
  - A. Inquiries and deciphers responses on wanted persons, articles, vehicles, driver license information, vehicle registrations;
  - B. Transmits responses promptly to the requesting unit insuring that sensitive information is relayed discreetly to protect the safety;
  - C. Responds promptly to all incoming NCIC/SPOTS messages and relays incoming messages or notices to the appropriate personnel;
  - D. Transmits communications to other law enforcement agencies in this state, nation, and Canada;
  - E. Processes requests for criminal histories and disseminates and logs the information according to SPOTS regulations;
  - F. Makes data entries and cancellations of missing persons, stolen vehicles, articles, boats, securities license plates, and guns completes the required logs and forms;
  - G. Maintains a working knowledge of the SPOTS Operating Manual and NCIC Agency Identification Manual;

officer's

personnel;

and

13. Advises Patrol Supervisors of important situations and calls holding;
14. Briefs the oncoming Dispatcher to insure an orderly shift change;
15. Maintains an in depth knowledge of the various reference books and materials available in the Communications Center;
16. Trains new employees in proper dispatch procedures;
17. Performs other related tasks as assigned;
18. Be of good moral character;

D. Qualifications:

Candidates must be a United States Citizen and be a minimum of 21 years of age, graduation from High School or G.E.D. equivalent and experience to two years full time clerical support work; OR completion of a post-high school course/program in Office Practices, Business, or closely related area may substitute for one year of the required experience. Candidates must type at least 40 wpm and possess and maintain a valid driver's license.