

TOWN OF BOURNE  
POLICE DEPARTMENT

**DISPATCHER JOB POSTING**

The Bourne Police Department has an immediate opening for a Dispatcher, likely to be assigned to the 12am - 8 am shift. Duties include receiving requests for emergency and non-emergency calls for services; dispatching appropriate personnel to calls; monitoring building security system; ongoing communication and contact with the general public; operate misc. computer terminals; maintains computer files and follow-up record keeping; updating supervisory personnel of priority calls. Applicants will be trained in dispatch operations, E-911 and NCIC/LEAPS. Applicants must successfully complete on-the-job training and basic dispatch training as required. Additional specialized training may also be required. Candidate must pass a successful background check, be able to handle numerous emergency situations calmly, promptly and efficiently during stressful conditions, maintain confidentiality, be able to operate keyboard and be able to learn various communications systems.

**Job Status and Hours:**

This is a full-time 37.5 hour per week position. It is expected that the assigned shift would be 1200 AM to 0800 AM. Voluntary and Ordered Overtime is possible.

**Salary:**

Starting at \$23.40 per hour with annual step increase.

**Salary Notes:**

This is a benefitted union position with medical/dental insurance available, retirement, and paid time off.

**Closing Date:**

The position will remain open until filled.

**How to Apply:**

Please send a resume, cover letter, and completed application to  
[BESIP@TOWNOFBOURNE.COM](mailto:BESIP@TOWNOFBOURNE.COM)

**Application is available to download at:**

<https://link.bournepolice.com/apply>

The Town of Bourne and the Bourne Police Department is an Affirmative Action/Equal Opportunity Employer.

**Dispatcher**  
Police Department  
(Grade 3)

**Statement of Duties**

The Dispatcher is responsible for receiving emergency calls to the police department, as well as non-emergency calls for information and assistance. Work includes obtaining information from callers, prioritizing and dispatching calls appropriately, recording and researching information using databases, and providing support and assistance to the public and department personnel.

**Supervision**

Work is performed under the general supervision of the Chief of Police, and the direct supervision of the shift supervisor. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently, with specific instruction. The supervisor provides additional, specific instruction for new, difficult or unusual assignments. The employee is expected to refer unusual situations to the supervisor for further instruction. Reviews and checks of the employee's work are applied to an extent sufficient to keep the supervisor aware of progress.

**Job Environment**

Numerous standardized practices, procedures, or general instructions govern the work and in some cases, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline. The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Errors could result in delay or loss of service, injury and/or loss of life, and adverse public relations.

The Dispatcher has constant contact with the public and department personnel in person, on the phone, and via computer. The Dispatcher's primary function is to receive calls for emergency services and to dispatch information to police officers for action to be taken. The Dispatcher also receives a variety of non-emergency calls and provides information and assistance to callers as requested, or refers calls to the appropriate department or individual for follow up.

## **Essential Duties**

*The statements contained in this job description reflect general details, as necessary, to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties, as assigned, including work in other functional areas to cover absences or provide relief, to equalize peak work periods or otherwise to balance the workload.*

1. Receives 911 calls for emergency services and dispatches police and other required equipment and agencies to provide assistance.
2. Handles radio traffic to and from cruisers, serves as main source of communication for patrol officers on duty, provides officers with information regarding calls, and research information as requested.
3. Logs calls and information into computer database (IMC).
4. Receives and responds to non-emergency telephone calls, provides information and assistance to callers and/or refers calls to the appropriate department or individual for assistance.
5. Receives walk-in visitors to the Police Station, handles records requests, provides general information, and assists individuals in the completion of various applications and forms.
6. Monitors prisoners via cameras and radio and personally checks on them every 15 minutes, notifies supervisor or officers of any concerns regarding prisoners. Provides food for long term prisoners in accordance with policy. May be required to search prisoners.
7. Monitors radio from fire department and/or surrounding towns in need of assistance.
8. Maintains all required forms and paperwork, including Trespass order books, Restraining Order books, and other books containing CJIS information regarding items that have been entered into NCIC.
9. Maintains CJIS system, checks messages, inputs information such situations such as stolen vehicles, stolen license plates, stolen electronics, missing people, broadcasting a GBC to other departments, and checking for wanted persons, missing items, and found items.
10. Maintains forms within the station and make sure copies are made and in stock.
11. Schedules details assignments and take detail requests almost daily.
12. Conducts CJIS validations to confirm whether an item/person/car/boat/ etc. is missing, updates records accordingly.
13. Attends meetings and training, as appropriate, to keep informed of changes or updates in the field.
14. Assists in training department employees in the use of CJIS systems.
15. Assists in training police officers and newly hired dispatchers in dispatching duties.
16. Maintains detail call sheets and phone list for department employees.

### **Recommended Minimum Qualifications:**

N/A

### **Physical and Mental Requirements:**

Employee is exposed to the risks found in a typical police station setting, including exposure to hostile situations, physical harm, verbal abuse, prisoners, firearms, biohazards, and disease. The employee is required to sit, talk/listen, use hands, and reach more than 2/3<sup>rd</sup> of the time; stand and walk up to 2/3<sup>rd</sup> of the time; and stoop, kneel, and crouch up to 1/3<sup>rd</sup> of the time. Employee occasionally lifts up to 30 lbs., and seldom lifts up to 60 lbs. Normal vision is required for the position. Equipment used includes telecommunication equipment, office machines, radios, cameras, and computers.

### **Education and Experience:**

High School diploma or equivalent, and at least one (1) year of office experience; or an equivalent combination of education and experience.

### **Knowledge, Skills and Abilities**

*Knowledge:* Use of computers and telecommunications equipment, dispatching policies and procedures, police department operations, emergency response procedures, geographic layout of the town.

*Skill:* Written and oral communication, customer service skills, computer skills (Microsoft Office) and have strong organization and planning skills. Assessing emergency calls for service, obtaining information from callers,

*Ability:* Clearly and effectively communicate with others, maintain accurate records and prepare correspondence, maintain confidential information, and provide information and assistance to the public. Ability to work independently and prioritize tasks, ability to work effectively under time constraints, and strong desire and ability to provide excellent customer service to the public.

*(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.)*