

Communications Dispatcher

The Takoma Park Police Department is currently accepting applications for the position of communications dispatcher.

The Position

A Communications Dispatcher is a full-time civilian member of the Police Department, whose primary function is perform communications and information transmission duties relative to law enforcement and emergency service/public safety situations. Therefore, the Communications Dispatcher:

- Receives and responds to emergency (9-1-1) and non-emergency radio and telephone requests from the public for assistance; determines the nature and priority of the call by asking questions in order to obtain accurate, pertinent information; transfers the call to the appropriate person/unit, provides the requested information and/or advises the caller of the action to be taken in accordance with applicable Federal Communications Commission regulations.
- Operates a computer-aided (CAD) system to dispatch police units to calls; receives and relays requests for instructions and information from field personnel, transmitting reports to the proper officers, monitors field unit activities relative to status, location, existing conditions, etc.; provides immediate back-up for officers when needed; assists field units with requests for service (tow crane, ambulance, etc.); broadcasts radio calls and supplemental data on complaints/incidents (descriptions, missing persons, stolen vehicles, weather/traffic conditions, etc.); notifies appropriate officials of serious incidents, and ensures other routine (after-hours) notifications are made.
- Receives and responds to walk-in requests for information or service from the public
- Monitors the security of the Police Department and the holding area through closed circuit television, by screening persons entering the police department waiting area, and by monitoring other internal and external alarm systems
- Operates computer and teletype equipment in order to receive, enter, retrieve, and transmit information concerning outstanding warrants, vehicle registrations, driver's licenses, criminal histories, etc.; maintains appropriate records and files in accordance with NCIC and departmental procedures
- Maintains a wide variety of files and logs to document information pertaining to calls received; gives written/oral summaries of current status of events and units to on-coming personnel; types arrest packages as required.

Requirements/Safety Considerations

Communications/Dispatch is a 24/7 office and Dispatchers will work some holidays and weekends. A Dispatcher may be required to work rotating shifts or a night shift. The work is performed in an often noisy environment.

Qualifications

- 18 years of age at the time of appointment
- U.S.A. citizenship is NOT required; work permit is required for non-citizens
- Possess a high school diploma or GED (accepted by the Maryland State Dept. Of Education)
- Applicant must be able to pass a drug screening test.
- Applicant must be able to pass a written exam, oral interview panel, a series of physical, psychological and truth verification exams, and a thorough background investigation

Good communications skills and attention to detail are important traits.
Second language skills are a plus, and a bilingual pay incentive is available.

Training and the Work

Once hired, a Communications/Dispatcher receives paid on-the-job training as required. The probationary dispatcher must maintain good work performance and successfully complete entry-level dispatcher training. A one-year probation is required.

Benefits

Starting Salary (in 2005-06)

- \$16.98 per hour
- \$35,319 annual base
- Pay differential: shift and bilingual

Insurance

- Health, life and disability
- Individual and Family Coverage

Leave

- Annual: 12-24 days per year, depending on length of service
- Sick: Earned at 10 hours per month
- Military: as needed
- Paid holidays 10 ½ per year

Uniform

- Initial issue provided
- Annual uniform allowance after probationary period

Education

- Tuition reimbursement program

Additional Benefits

- Take-home cruiser (city residents) or annual vehicle allowance (after probationary period)
- Employee Assistance
- Credit Union
- State Retirement Plan
- Deferred compensation plan also available

For more information about applying with the Takoma Park Police Department, contact the

Recruiting Team at 301.891.7102; Takoma Park Police Department, 7500 Maple Avenue,
Takoma Park, MD 20912