

CIVILIAN POSITION DESCRIPTION

Title: Communicator/Dispatcher
Division: Support Services
Section: Communications/Dispatch
Supervision: IT Sergeant – Support Services
Date: July 2010

Position Objectives:

To take routine and emergency calls from the public, members of the Belleville Police Service and Stirling-Rawdon Police Service and other agencies;

To dispatch members of the Belleville Police Service as required.

To dispatch members of the Stirling-Rawdon Police Service as required.

Key Activities:

1. Receiving incoming calls from the public, other police services, municipal by-law officers, media, emergency services, receiving, transferring and disseminating information from calls received on the TTY machine, determining the urgency and prioritizing calls, referring callers to appropriate agencies as required, generating CAD occurrences for all calls, tracing and reporting on 9-1-1 calls.
2. Providing active communication through radio transmission, CPIC and RMS systems, researching and sending CPIC/RMS/E-Mail information required by officers, monitoring and updating the status of each field unit, scheduling calls.
3. Providing information and assistance to the public, questioning callers to clarify the nature of their problems, determining the priority of calls for service, placing telephone calls for officers at their request.
4. Dispatching emergency services teams (Canine, E.R.T., C.I.B. etc) as required, contacting support services, i.e. tow trucks, ambulance, fire department, public works, animal control, etc., notifying appropriate supervisor(s) in accordance with policies and procedures.

5. Monitoring and documenting emergency situations and police pursuits, liaising with other police and emergency services and notifying uniform supervisor of all pursuits.
6. Providing technical guidance to new employees as required (sworn and civilian members), training new communicators, keeping the lines of communication open between operators in the control room and keeping supervisors apprised of new situations.
7. Reporting on technical and operational problems encountered with radio, telephone, communications and computer systems, participating in system tests and implementing manual back up procedures during system failures.
8. Contacting other police services, courts and government ministries to resolve discrepancies in information or to obtain information required.
9. Adding, modifying and removing charges, warrants, property, SIP entries, etc. to CPIC as required, following up with court office to acquire current information after show cause hearings, maintaining conditions and updating court dates, pulling CPIC entries for the court office as per court dates for the Belleville Police Service and Stirling-Rawdon Police Service.
10. Providing backup as required for the intake officer (when there are 2 communicators) by answering phones, taking incidents and messages for officers, creating incidents for intake officers as required.
11. Maintaining a hardcopy file and computer file system for trespass orders and updating by adding new orders as received and removing those that have expired.
12. Maintaining a hardcopy file and computer file system for night directory card file (a list of businesses and the keyholders for that location), updating as required.
13. Monitoring cells, building perimeter, search room, west garage and security garage on closed circuit cameras.
14. Being fully cognizant of the Paris System and special query functions.
15. Entering, maintaining and retrieving data from the automated records management system (RMS).
16. Adding 911 printout data to the computer file system to provide graphs and compiling statistics for transferred calls, legitimate and illegitimate use of the system.
17. Updating and maintaining manuals for all systems in the communications center.

18. Adding Special Interest Persons from the sex offender registry to CPIC, notifying other police agencies of address changes and requesting they remove their entry, monitoring and following-up.
19. Performing criminal record checks as required.
20. Monitoring the Centracom Dispatch System for Operational, Tactical, Provincial Communication, Interagency and Belleville Transit, paging portables and vehicles as required, opening and closing west door and sally port.
21. Performing such other duties consistent with the functions of a communicator/dispatcher and in accordance with policies and procedures of the Belleville Police Service.