



City of Winooski

Vermont's Opportunity City

27 West Allen Street
Winooski Vermont 05404
802 655 6410
winooski.vt.gov

Human Resources Department Job Description

Dispatcher

The dispatcher receives, processes, and directs all oral and much of the written communications coming into the Police Department. By following established procedures and employing common sense he or she performs highly responsible communications work in receiving and dispatching police, rescue and fire emergency calls and messages to the appropriate authorities and personnel. The dispatcher maintains and retrieves records and files information for dissemination to patrol units and department personnel. The dispatcher has primary responsibility for the initial deployment of public safety personnel and equipment subject to the provisions of the applicable written directives.

Funding Source: 100% General Fund

Major Responsibilities¹

Percent of effort ²	Responsibility ³
30%	Report any deployment of Police Officers beyond their regularly assigned duties to the appropriate shift supervisor. Be thoroughly familiar with the department's procedures relating to the use of radio and other communications equipment. Acquire a thorough knowledge of location and layout of streets, buildings, parks, housing projects and other significant areas of the community so as to maximize the accuracy and speed of dispatch. Be familiar with emergency procedures that relate to matters requiring urgent police, rescue and fire attention so as to be capable of activating them immediately. Keep personnel who have been dispatched on calls fully informed of all facts effecting the safety and efficiency of their response to the call.
30%	Inform the Shift Supervisor when contact with an officer on patrol cannot be made after a reasonable amount of time. Maintain equipment, especially the emergency call lines in working order and immediately report any malfunction or defect to the Shift Supervisor. Record all significant communications as required by departmental procedures. Answer all telephone calls promptly and appropriately, and assist all complaints in a calm, civil manner. Monitor closed circuit television systems in order to insure station security and the proper supervision of persons confined.
30%	Receive security and fire alarms and dispatch appropriate response units. Maintain the departmental daily log insuring an accurate recording of calls received and other significant events. Disseminate police information concerning wanted persons, stolen vehicles, missing person, and other police information as may be received by the, Teletype, telephone or other

¹ Major Responsibilities are the essential functions that the individual who holds the Position must be able to perform unaided or with the assistance of reasonable accommodation.

² Approximate amount of total effort, listed from largest to smallest.

³ State the condition that appears when the responsibility is complete.



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	means. Render assistance to the general public who make inquiries at Police Headquarters, and take preliminary reports of crimes, incidents or requests for police services.
5%	Perform other duties as may be required which the employee is capable and qualified to perform.

Minor Responsibilities (5%)

- Execute additional tasks or special projects assigned by the supervisor.
- Minor Administrative tasks such as time sheets are completed in a timely and accurate manner
- Participate in the continuous improvement of the City of Winooski by identifying concerns, and offering solutions.
- Provide a high level of customer service to both internal and external customers.
- Support the City's commitment to equity and cultural competency.
- Encourage and participate in professional development and training activities.
- Demonstrate commitment to the City Team by learning about other departments and working collaboratively in cross functional areas.
- Work in alignment with the City's Strategic Vision Plan, and maintain an active role in the team effort required to achieve those goals.

Position Type: Non-Classified / Full Time / Regular / Non-Exempt, Union

Compensation and Schedule: Compensation outlined in the Fraternal Order of Police Contract. Compensation is determined by the Agreement between the City of Winooski and the Fraternal Order of Police.

This position is 40 hours per week. Assignment duty hours may be any time. Department operates twenty-four (24) hours a day, every day of the year, including weekends and holidays.

Emergency Response and On Call Requirements - Regular on call and emergency response may be required.

Reporting Structure: Dispatch Supervisor / Direct Reports (None) / Indirect Reports (None)

Minimum Job Skills, Knowledge, Skills, and Aptitudes, and Qualifications

- High School diploma or GED, must be 18 years of age.
- Experience with office equipment, computers and communications systems is highly desirable.
- Ability to master a working knowledge of the principals involved in the operation of radio, telephone and related communication's equipment.
- Ability to speak clearly and concisely.
- Ability to think and act quickly, calmly, and accurately in an emergency situation.
- Ability to type accurately at a reasonable rate of speed.



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- Ability to develop, within a reasonable period of time, skill and speed in the operations of the communication's equipment and to demonstrate knowledge of public safety practices and procedures.
- Ability to understand and follow complex oral and written instructions.

Post offer Pre-Employment Screening: Employment reference check, criminal background check

Physical and Mental Requirements - These are physical and mental requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental requirements will not automatically disqualify a candidate or employee from the position. Upon request for a reasonable accommodation, the City may be able to adjust or excuse one or more of these requirements, depending on the requirement, the essential functions to which it relates, and the proposed accommodation. Internal work may include occasional work performed in climate-controlled office environments and/or outdoor locations, where exposure to conditions of extreme heat/cold, poor ventilation, fumes and gases ranges from limited to frequent. Noise level is moderate but may be amplified in certain conditions.

ability to move distances within or between locations
 ability to work evening hours
 analysis/comprehension – complex
 bending, kneeling, squatting
 carrying (up to 50 pounds)
 clear speech
 clerical
 contact with others via phone and email
 dexterity with hand and finger
 dirt/dust
 exposure heat/cooling systems typical with indoor work
 face-to-face contact
 verbal contact w/others
 works with others
 writing - moderate

hearing/listening
 inside
 judgment/decision making - complex
 lifting (up to 50 pounds)
 math skills - moderate
 moving objects
 noise, moderate to loud
 pushing/pulling
 reading
 seeing
 sitting
 standing
 touching
 use of basic office equipment
 use of specialized computer equipment and software

Last Updated August 23, 2023
Job Title, Job Purpose, and Funding Source Approved
By City Council