



POSITION DESCRIPTION
Dispatcher
Town of Truro (Police, Fire, Public Works and
Parks, Recreation & Culture)
August 2019
Position Code: ADMDIS

POSITION SUMMARY:

The Town of Truro Dispatcher (Non-Union) is responsible for the operational and administrative control of the Dispatch desk. This position involves receiving emergency 911 and non-emergency requests for Police/Fire/Public Works/ Parks, Recreation and Culture, determining the nature and urgency of calls, initiating personnel action and maintaining close contact with field units to monitor response and needed support requirements.

The Town of Truro Dispatch requires rotating shifts (including nights, weekends and holidays) while maintaining a fully operational 24-hour service.

REPORTING RELATIONSHIPS:

Reports To: Dispatch Supervisor

KEY WORKING RELATIONSHIPS:

- Internal:**
- Applicable Department
 - Other Town Departments
- External:**
- Public
 - Other Agencies

RESPONSIBILITIES/ACCOUNTABILITIES:

- Receive and respond to 911 emergency and non-emergency calls from the public and/or other agencies via telephone and radio systems;
- Call answering and recording requests for service/ complaints from the public;
- Process and evaluate information received, prioritize calls and dispatch required units;
- Dispatching Police, Fire, Public Works, and/or Parks, Recreation and Culture by means of radio and paging systems;
- Operating computer systems such as PROS (Police Recording Occurrence System), CPIC (Canadian Police Information Centre), JEINS (Justice Enterprise Information Network System) and In-House systems using Microsoft Office and E-Mail;
- Monitoring Central Alarm Station for Burglar and Fire Alarms; dispatching essential services and advising stakeholders as required;

QUALIFICATIONS:

- Completion of High School or equivalent;
- Excellent computer skills with an ability to type a minimum of 30 words per minute (wpm);
- Must have the ability to complete and pass the CPIC course and PROS course;
- Required to obtain a security level of Enhanced Reliability;
- Experience working with a two-way radio system;
- Knowledge of the Town of Truro boundaries and Police procedures, an asset;
- Knowledge of Occupational Health and Safety Act and the provisions that apply to this work.

COMPETENCIES:

- Excellent inter-personal skills;
- Excellent organizational and time management skills;
- Excellent communication skills, both oral and written;
- Well-developed listening skills;
- Ability to work effectively with a variety of people;
- Possess problem solving ability; demonstrate sound work ethics; be self-directing; have the ability to prioritize and multi-task;
- Ability to work under pressure and have flexibility to respond to administrative requirements; possess concentration for detail.

WORKING CONDITIONS AND PHYSICAL ENVIRONMENT:

- Office environment;
- Potential exposure to crisis, emergency or difficult situations;
- Requirement to exercise discretion when exposed to confidential information;
- Willingness and/or ability to work rotating shifts; including nights, holidays and weekends to cover 24-hour dispatch service.

AUTHORIZING SIGNATURES

Police Chief:

(Signature)

(Date)

Dispatch Supervisor:

(Signature)

(Date)

Employee:

(Signature)

(Date)