

**ANDROSCOGGIN COUNTY GOVERNMENT  
PUBLIC SAFETY DIVISION  
JOB DESCRIPTION**

**TITLE:** Dispatcher

**QUALIFICATIONS:**

1. High School graduate or equivalent.
2. Be at least 18 years of age.
3. Maine Criminal Justice Academy Certified Terminal Operator preferred, but not required.
4. Sufficient physical ability to meet the Department's essential functions.
5. Such alternatives to the above qualifications as the County Commissioners and the Sheriff may, in their discretion, consider equivalent, appropriate and acceptable.

**REPORTS TO:** Communications Sergeant/Communications Director

**SUPERVISES:** Reserve/Permanent Part-time Dispatchers

**MAJOR JOB RESPONSIBILITIES:**

1. Must be knowledgeable of and abide by Androscoggin County's Standards of Conduct, Code of Ethics, ACSO Policy and Procedures, METRO Limited Access Policy and FBI CJIS security Policy
2. Dispatchers are required to attend all mandatory ASO/MCJA training classes and to maintain their Terminal Operator Certification/EMD License.
3. Demonstrate the proper demeanor and techniques to communicate in an effective manner with all staff, offenders, and community.
4. Dispatchers are required to properly utilize all equipment within their control and to ensure it is in a presentable and good working order.
5. Answer and field telephone calls within ten (10) seconds.
6. Dispatch appropriate personnel to cover all complaints.
7. Responsible for logging complaints, stating concisely what took place and recording all pertinent information.
8. Possess the skills to handle several incoming lines and the police radio simultaneously.
9. Conform to Federal Communication Commission Rules and Regulations with respect to police radio communications.
10. Must be able to input and retrieve information from the local records management computer system(s).
11. Must be able to input and retrieve information from the DMV and NLETS (METRO) computer system (s).
12. Maintains a log which includes a complete listing of calls, the activities of personnel, and related jail activities (i.e. transports)
13. Maintains a list of all NCIC eligible warrants and files. He/She will distribute them to the appropriate Law Enforcement Agencies.

14. Ensures a call number is assigned to all received blood tests.
15. Notifies a blood technician when a blood test is requested or necessary.
16. Cleans the work area prior to the end of each shift.
17. Receives and disseminates all emergency and non-emergency information from teletypes and NAWAS system(s)
18. Communicates with members of the public by telephone to record their complaints and assign to the appropriate personnel for investigation.
19. Disseminates incoming telephone calls to respective offices and takes phone messages.
20. Monitors all security cameras to detect activity and allow access into secured areas.
21. Receives and disseminates all Emergency Action Plans within Androscoggin County according to plans.
22. Dispatcher(s) work at the discretion of the Sheriff, Chief Deputy and Director of Communications.
23. Performs other duties and tasks as assigned by proper higher authority.