

DEPARTMENT HEADS AND DIVISION CHIEFS
PLEASE POST ON YOUR BULLETIN BOARDS

EMPLOYMENT / PROMOTIONAL OPPORTUNITY

Vacancy No: 24-071-1

Title of Position: Communications Specialist/Dispatcher
Vacancy exists in the Warwick Police Department

Salary Range: \$22.62- \$28.65 per hour / 37.5 hours per week

Date Posted: March 11, 2024

Deadline for Applying: March 25, 2024

Remarks: This is a Classified/Bargaining Unit Position.
Examination Weight: 60% Written 40% Oral

Statement of Duties: Under the general supervision of the Administrative Services Division, this position is responsible for processing emergency, urgent and non-emergency calls for police services and other emergency services. Duties include:

- Receives emergency and non-emergency service calls from the public requesting law enforcement or other emergency services; determines nature, location and priority of emergency; and dispatches officers as necessary.
- Maintains contact with all officers on assignment using a two-way radio; tracks status and location of officers and other civilian employees; provides timely and accurate directions to officers responding to emergency calls.
- Monitors, receives, disseminates and transmits information for the Police department via a computer, teletype machine, email, fax, phone, or other available, acceptable method.
- Uses telecommunications systems to coordinate emergency calls and relay information and assistance requests involving other law enforcement, emergency medical and fire agencies.
- Coordinates tow trucks and operates TDD as needed.
- Answers non-emergency calls for assistance; takes reports via email and forwards to appropriate officer and/or division; answers and dispatches maintenance service emergencies during evenings, weekends and holidays.
- Communicates with walk-in complainants and provides general information or referrals.
- Observes and monitors incarcerated persons by use of video monitors.
- Enters, updates and retrieves information from the National Crime Information Center and Rhode Island Law Enforcement Telecommunications System (NCIC/RILETS) and other criminal information systems relating to wanted persons, warrants, stolen property, vehicle registration, stolen vehicles and other information.
- Maintains written records on a variety of log forms and time cards; processes shift reports including all dispatch activities; distributes records and reports to sworn police personnel.
- Adheres to safe work practices and procedures.
- Responds to public inquiries in a courteous manner; provides information within the area of assignment and resolves complaints efficiently and timely.
- Performs other duties as assigned.

Education & Experience: High school diploma or general education degree (GED), and two years of experience in positions responsible for customer service and the operation of common office software systems such as the Microsoft suite; or a combination of substantially equivalent education and experience. Must be able to type at a competency level of twenty-five (25) words per minute.

SPECIAL NOTE: Applicants will be subject to an extensive criminal background check prior to employment. Negative findings may prevent applicant from being considered.

The City of Warwick offers a robust menu of employer provided benefits to include individual and family health and dental insurance; paid time off to include holidays, vacation, personal time and sick leave; pension, life insurance, and optional supplemental retirement plans.

THE CITY OF WARWICK IS AN EQUAL OPPORTUNITY EMPLOYER

<https://www.warwickri.gov/personnel-department/webforms/submit-application-or-resume>