

**P-201**

**JOB DESCRIPTIONS—ADDENDUM “U”**

LEVEL II DISPATCHER

**A. Summary**

1. A Level II Dispatcher performs general dispatch duties that include radio communications, answering emergency and business lines and miscellaneous records keeping in conjunction with his/her duties.
2. The Level II Dispatcher receives oral communications coming into the Communications Center from the public and from law enforcement, fire, and emergency medical personnel. By following established policies, procedures, and using common sense, the Dispatcher transmits requests for service to the appropriate agency and locations.
3. Subject to the policies, rules, and procedures of the Communications Center and Hooksett Police Department, the Level II Dispatcher has the primary responsibility for the initial deployment of law enforcement, fire, and emergency medical personnel and equipment. Dispatching for other municipal agencies is also required as necessary.

**B. General Duties and Responsibilities**

It is the duty and responsibility of the Level II Dispatcher to:

- a) Be thoroughly familiar with the Department’s procedures for the use of the radio and other communications equipment.
- b) Acquire a thorough knowledge of the location and layout of the streets, parks, buildings, businesses, residential areas and fire hydrants and other significant areas of the towns so as to maximize the accuracy and speed of dispatch.
- c) Be familiar with emergency procedures that relate to matters requiring urgent police, fire or ambulance attention so as to be capable of activating them immediately.
- d) Keep personnel who have been dispatched to calls fully informed of all facts affecting the safety and efficiency of their response to the call.
- e) Inform the on-duty supervisors of the relevant agency when contact with personnel of that agency—who have been dispatched to a call or who are on patrol—cannot be made after a reasonable amount of time.
- f) Maintain equipment, especially emergency call lines, in working order and immediately report any malfunction or defect to the Dispatch Supervisor or patrol shift supervisor if the Dispatch Supervisor is not on duty.

- g) Record all communications as required by policy and procedure.
- h) Monitor the closed-circuit-television systems in order to ensure station security, proper supervision of confined/detained persons, and safety of personnel.
- i) Enter dispatch information into appropriate computer-aided-dispatch systems, fields, and screens, and update information for unit dispatch, arrival, clearance, and comments.
- j) Monitor alarms panels and notify or dispatch appropriate units in event of alarm activation.
- k) Monitor Safety Center systems alarms and panels and notify appropriate personnel in event of alarm or system malfunction or activation.
- l) Disseminate police information that may be received by telephone, radio or computer system, as required by Department policy.
- m) Perform such other duties as required by the Chief of Police or other proper, higher authority.

**C. Qualifications**

A Level II Dispatcher is a civilian employee of the Hooksett Police Department and must complete a successful probationary period, under CAD training, successfully complete required computer courses and certifications, have clear diction, speech, sight, and hearing in accordance with the necessary requirements as determined by a physician on contract with the Department.