

## **POLICE DISPATCHER JOB DESCRIPTION**

### **General Duties and Responsibilities**

It is the duty and responsibility of the dispatcher to handle the following:

#### **1. EMERGENCY CALLS FOR SERVICE**

- a. Answer police emergency phones and walk in complaints at office, gather complete and accurate information from complainant's and dispatch police officers accordingly.
- b. Gather all information necessary for case entry in required fields of current RMS database.

#### **2. INVESTIGATION REPORTS**

- a. Reports are typically done by the investigating officer, however it may be necessary to type or transcribe materials or interviews as requested by the officers, sergeant or chief.
- b. Enter all arrests into the Booking Database in current RMS System.
- c. Insure all information is accurate, up-to-date and entered into the correct fields.
- d. Run criminal record checks on all persons listed on discovery in a criminal case, log them, and copy them into the digital case files.
- e. Scan, secure zip, and submit electronically or paper copies of approved criminal cases to the States Attorney's office in accordance with departmental policy.

#### **3. ACCIDENT REPORTS**

- a. Enter reports into current accident RMS system once the officer has completed the report and the chief has approved it.
- b. Add any photographs or diagrams that the officer has marked available.
- c. Process any insurance requests for these reports.

#### **4. WARRANTS**

- a. Upon receipt of a warrant from the court notify officers, post copies in accordance with departmental policy

#### **5. CORRESPONDENCE**

- a. Type and mail all correspondence as required by officers.
- b. Enter or file all incoming and outgoing correspondence in proper files either electronically or as required by current procedures.
- c. Make copies of reports and send (via e-mail whenever possible) to requesting insurance companies.
- d. Ensure motor vehicle forms and office supplies are in adequate supply.

#### **6. TRAFFIC CITATIONS**

- a. Put correct information into required RMS fields.
- b. File department copies according to departmental procedures.
- c. Copies to Judicial Bureau according to policy.

- d. Upon receipt of a disposition from court, process, file according, update any information necessary in RMS database.

**7. PARKING TICKETS**

- a. Match incoming tickets with department ticket. If monies are received, attach ticket and money and place in cash box. Complete a monthly report and submit to Town Treasurer and Police Chief. Notify Chief twice a year of any unpaid parking tickets.
- b. Obtain registration information and NCIC checks for all parking tickets.

**8. CONDITION OF RELEASE CHECK INS**

- a. Checks in persons as required by court in their conditions of release administer PBT equipment if required by court. Immediately advise on duty officer of any violations.

**9. ADDITIONAL DUTIES AND REQUIREMENTS**

In addition to the above duties, the dispatcher must abide by all department applicable policies and procedures, Wilmington Police Rules and Regulations as well as Town of Wilmington Personnel Rules. He or she may be assigned other departmental duties by the Police Chief.

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