



WILMINGTON POLICE DEPARTMENT

40 Beaver St / PO Box 76
Wilmington, Vt 05363
T: 802-464-8593
F: 802-464-8595

Wilmington Police Department FT Dispatcher /Clerk

- **General Information**

- Job Title:
Police Dispatcher /Clerk
- Work Location:
Wilmington Police Department
40 Beaver St
Wilmington, Vt 05363
United States
- Base Pay:
\$20.00-\$24.00 / Hour (salary is dependent on experience)
- Employee Type:
Full Time Non Exempt
- Manage Others:
No

- **Job Description**

Title: Police Dispatcher/Clerk (Full-Time)

Department: Police Department

Nature of work:

- Responds to incoming communication received in Dispatch. The dispatcher/clerk receives reports of crimes, disturbances, fires, medical, and all other types of emergencies and dispatches to police officers and supporting outside agencies. Relays information to police and emergency response personnel.
- The dispatcher/clerk provides clerical and record keeping support to the Wilmington Police Department. Including responding to requests for information, preparing case files, filing and maintaining of police records.
- The dispatcher/clerk assists community members who visit the WPD lobby for assistance.
- Manages records and databases including Town of Wilmington Flood Response Plan, Alarm Directory and the Valcour Record Management System.
- All other duties as assigned

Work Schedule:

Currently WPD dispatchers/clerks work dayshift 0700-5:00 PM (schedule is subject to change and may include day, night or over-night shifts). *This hiring is to fill an anticipated opening of 33 hours per week with a current schedule (subject to change) of Sunday 8:00 AM-5:00 PM, Monday 7:00 AM-5:00 PM, Tuesday 7:00 AM-5:00 PM, Wednesday 8:00 AM – 12:00 PM.* Position may require overtime work when emergencies occur and/or being called in for additional shift coverage or casework as necessary.

Contracted Hourly Rates: Starting pay rate of \$20.00-\$24.00 per hour with full time benefits (salary is dependent on experience).

Supervision: Receives supervision from the Chief of Police or their designee. No direct supervision of staff; Dispatcher/clerk will be provided the opportunity to exercise independent judgment.

Essential Responsibilities:



WILMINGTON POLICE DEPARTMENT

40 Beaver St / PO Box 76

Wilmington, Vt 05363

T: 802-464-8593

F: 802-464-8595

- Receives complaints, requests, emergency calls, or other information from various patrols or public, either in person or telephone; transmits same to appropriate agencies/departments, or persons responsible for executing the necessary action.
- Operates telephones, two-way radios, and various equipment, utilizing records and public safety manuals in the receiving, recording and transmission of messages.
- Dispatches police, fire, emergency medical services, public works/utilities and others as required to emergency and non-emergency requests for assistance.
- Monitors detainees via closed circuit TV.
- Performs duties requiring various skills in typing, filing and computer applications.
- Operates teletype linkage with other law enforcement agencies.
- Must be able to maintain proficiency through continuous and progressive training.
- Must be willing to work overtime when short staffed.
- Must be able to respond to emergency call back during and attend training sessions during time off.
- Maintain a variety of records; create and maintain logs of all calls received and prepare reports, as necessary.
- Must have or be able/willing to learn general knowledge of Wilmington and the surrounding area.

Non-Essential Duties and Tasks: *The responsibilities and duties listed above are examples of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

Competencies Needed:

We will consider any combination of relevant work experience, volunteering, education, and transferable skills as qualifying, unless specifically stated as required.

- Requires a high school diploma or equivalent, supplemented with relevant experience working with the public or in communications.
- Must have reliable transportation and ability to obtain and maintain a valid driver's license.
- Must hold or be able to obtain certification as an Emergency Services Dispatcher during employment along with annual CJIS certification training and must pass routine background and security clearance checks.
- Ability to analyze a situation accurately and take or suggest an effective course of action; able to multitask efficiently.
- Able to work effectively under stressful conditions; good speaking skills and be comfortable talking to people in various emotional states.
- Ability to adapt to rapidly changing situations and work at a fast pace.
- Remain professional and polite when dealing with all people under stressful conditions. Demonstrate de-escalation and crisis management skills.
- Demonstrate the ability to prioritize emergencies and information and be able to communicate with personnel in the field.
- Knowledge of modern office practices, procedures, and equipment, including the ability to use common computer applications.
- Ability to work independently on difficult, stressful, or complex tasks while exercising independent judgement.
- Ability to exercise good judgment, courtesy, and tact in receiving calls and in making proper disposition of problems and appointments.
- Ability to establish and maintain effective working relationships with other employees from the town as well as from other agencies and the public.
- Must demonstrate techniques and practices for dealing with individuals from various socioeconomic and ethnic groups in person, on the telephone and/or any form of communication.
- Must be able to learn, retain and comply with department instructions and policies.



WILMINGTON POLICE DEPARTMENT

40 Beaver St / PO Box 76

Wilmington, Vt 05363

T: 802-464-8593

F: 802-464-8595

- Must be able to pass a thorough background check, psychological screening, physical, and drug test to meet the minimum requirements.

Work Environment: Majority of time will be sitting, receiving, and directing calls with extensive use of computer and keyboard. Must tolerate moderate noise levels and interruptions in fast-paced environment. All work is performed in an office setting.

The Town of Wilmington is committed to diversity, equity, and inclusion. We strongly encourage people of color, people with disabilities, LGBTQIA+ applicants, and people from other underrepresented groups to apply, recognizing and respecting those diverse perspectives and experiences are valuable to our team and essential to our public service.