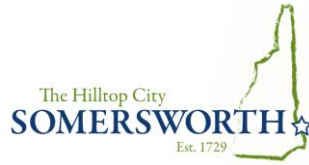


# City of Somersworth ~ Job Opening



**Department/Division:** Public Safety/Police

**Position Title:** Dispatcher

**Pay Range:** \$39,956.80 - \$52,374.40 (\$19.21 to \$25.18)

**Qualifications:** High School diploma or GED equivalent and some knowledge of telecommunications, office procedures and computers required. An equivalent combination of education and experience may be considered. Knowledge of computers and telecommunications or radios required. Ability to maintain composure and control under adverse conditions and to cope with calls and contacts firmly, courteously, confidentially, tactfully and with respect for the rights of citizens required. Ability to type with speed and accuracy required. Some knowledge of the geography of the City and surrounding area is required. Possession of or ability to obtain NH SPOTS Certification is required. Basic EMT certification preferred.

**Duties/Responsibilities:** Under the general direction of the shift supervisor operates communication equipment to receive incoming business and emergency calls and dispatches personnel and equipment to scene or relays calls to field units or personnel. Receives and prioritizes emergency and non-emergency calls on a multi-line phone console and 911 system, gathers necessary information and alerts appropriate responders; answers routine calls for service, questions and other administrative calls; refers to appropriate agency or person as necessary; provides preliminary first aid, CPR instructions and other emergency medical dispatch services.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Records calls, broadcasts and complaints received.
- Updates all emergency files and daily log.
- Receives and transmits messages on police radio and maintains radio log.
- Scans status charts and computer screens to determine units available; coordinates all police, fire, ambulance and other emergency requests, relaying instructions to closest and most suitable units available.
- Monitors location and status of all officers on duty and keeps supervisors advised.
- Utilizes State Police On-Line Telecommunications System (SPOTS) to obtain license/vehicle information, wanted persons checks, criminal background checks and to update records.
- Interprets state, county and city maps as necessary in handling public safety service requests.
- Tapes booking room, monitors jail cell cameras to ensure safety of inmates and monitors juveniles held for interviews, awaiting parents or the like.
- Monitors file alarm panel, locked entry doors and the station's cruisers.
- Makes various phone calls to arrange for tow trucks, bail, and the like.
- Calls highway department out or others in public works when services such as snow removal are necessary.
- Performs various clerical duties such as typing and issuing permits, preparing and distributing SPOTS messages, collecting fees and fines, and various data entry functions related to citations, warnings, summons and the like.
- Interacts with visitors to provide a variety of information and assistance or direct to appropriate personnel.
- May assist in training and orienting new dispatchers.
- Performs other duties as assigned.

## **Scope of Examination:**

Finalist must complete pre-employment screening to include; physical, drug test & background check.

## **To Apply:**

City of Somersworth, City Hall  
One Government Way  
Somersworth, NH 03878

Linda Corriveau, Human Resources Manager  
603-692-9529  
lcorriveau@somersworth.com

**Date Posted:** October 6, 2022

**Closing Date:** Review upon receipt, Open Until Filled

**The City of Somersworth is an Equal Opportunity Employer**