

## **JOB DESCRIPTION:**

This is support service work specializing in emergency dispatch functions. In the Department of Public Safety, this position is accountable for independently providing a communications link between law enforcement, emergency services and the general public having statewide and nationwide impact.

**This position is on a rotating schedule for 24/7 coverage to include weekends, holidays, evening shift and/or night shift.**

## **JOB DUTIES:**

Responsibilities include operating, monitoring, and maintaining various complex communications equipment including: radio communications system, computer aided dispatch, computerized enhanced 911 system, Law Enforcement WAN, TDD, NAWAS, EAS etc. This position formulates strategies to expedite resolution of emergency and non-emergency situations in an environment where only limited standardization exists. Conducts independent research and provides confidential information on matters such as: criminal history, wanted persons, stolen property, motor vehicle data, and restricted law enforcement information to appropriate personnel. Coordinates emergency and specialized personnel mobilization efforts when situations occur such as: aircraft down, disaster protocols, bomb threats, hostage situations, search and rescue operations, suspicious deaths, etc.

## **KNOWLEDGES, SKILLS AND ABILITIES REQUIRED:**

Knowledge of and the ability to operate, monitor, and maintain complex communications equipment  
Knowledge of terminology, coding, symbols, and abbreviations used in radio communications  
Knowledge of and the ability to interpret and apply state and federal laws, statutes, regulations, and procedural guidelines relating to law enforcement  
Knowledge of CPR and principles relating to Emergency Medical Dispatch  
Knowledge of and ability to access both State and Federal Wide Area Computer Networks  
Ability to make timely and accurate decisions under stressful and time-sensitive conditions  
Ability to handle several enhanced 911 calls simultaneously  
Ability to detect discrepancies within agency databases and implement trouble reporting and/or service calls  
Ability to document all incidents on a Computer Aided Dispatch System (CAD)  
Ability to prioritize incidents  
Ability to perform duties with a minimum of supervision

## **MINIMUM REQUIREMENTS:**

One year of education, training, and/or experience in radio dispatch communications -OR- one year of law enforcement/public safety experience requiring the use of radio telecommunications equipment -OR- one year of work experience involving a high level of public contact, customer service, or customer relations activities which required the use of radio telecommunications equipment. **Education, training, and/or experience must be within the last 5 years (from date of application) to qualify.**

**AUTOMATIC DISQUALIFIERS:** *You should be aware before starting the application process that you will automatically be eliminated for any of the following:*

1. Have been found guilty of murder or any crime classified in Maine law as a Class A, Class B, or Class C crime (any felony) or a conviction for any equivalent crime in another jurisdiction outside the State of Maine.

2. Have been found guilty of any crime classified in Maine law as a Class D and/or Class E crime (misdemeanor with a maximum possible term of imprisonment of less than one year) or a conviction for any equivalent crime in another jurisdiction outside the State of Maine;

3. Have been found guilty of any of the following provisions of the Maine Criminal Code or a conviction for any equivalent crime in another jurisdiction outside the State of Maine:

- 1) Chapter 15 (Theft);
- 2) Chapter 19 (Falsification in Official Matters);
- 3) Chapter 25 (Bribery and Corrupt Practices); or
- 4) Chapter 45 (Drugs);

**Any selected candidate must be able to pass a background check and a polygraph before actually qualifying for the position**

**LICENSING/REGISTRATION/CERTIFICATION REQUIREMENTS:** *(These must be met by all employees prior to attaining permanent status in this class).*

Certification as a Maine State Police Terminal Operator.

Certification as an Emergency Medical Dispatcher (inherent in this certification is completion of approved CPR training).

Certification Emergency Services Communications Bureau Enhanced 911