



City of Central Falls Job Posting

LOCATION:	Central Falls Police Department 160 Illinois Street, Central Falls, Rhode Island 02863
POSITION TITLE:	Public Safety Dispatcher
DEPARTMENT:	Central Falls Police Department
SALARY:	\$795.24/week plus benefits
POSITION TYPE:	Full-time
AVIALABLE SHIFTS:	12am-8am

POSITION DESCRIPTION SUMMARY

Under the supervision of the Central Falls Police Department, the Public Safety Dispatcher will provide dispatch services to members of the Police department. Dispatchers will receive, evaluate, prioritize and relay all in-coming calls received for emergency and non- emergency public safety assistance. Dispatchers will appropriate units and coordinate response of emergency personnel; will also operate a variety of telecommunications equipment including radio, telephone and other systems; perform specialized clerical duties involved in the preparation, maintenance, and release of materials related to law enforcement activities.

DUTIES

- Coordinate emergency response efforts to Police personnel by receiving calls for service; will determine level of urgency and dispatch appropriate responders.
- Log all calls for services received and respond to all parties involved.
- Determine resolutions, if possible, to each assigned case number when appropriate.
- Utilize state and national crime computer to obtain vehicle, license, or warrant information, as well as information regarding stolen vehicles or wanted and/or missing persons.
- Conduct VIN checks and complete priority reports.
- Maintain department warning logs.
- Assist with walk-in complaints.
- Provide service type information to the public regarding available services (referrals to outside agencies and scheduling appointments for criminal background checks).

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND EXPERIENCE REQUIRED

- High school diploma or GED required.
 - College degree *strongly preferred*.
- Must be U.S. Citizen to use RILETS/FBI.
- Ability to pass a background (BCI) check.
- Ability to pass a mandatory typing test.

SKILLS REQUIRED

- Strong administrative support and experience required.
- Proficiency in Microsoft Office.
- Effective written communication skills.
- Accuracy and attention to detail regarding the composition of documents.
- Excellent interpersonal, analytical, and problem-solving skills.
- Ability to work effectively with a diverse population.
- Ability to manage, prioritize, multi-task and coordinate in a fast-paced and demanding environment.
- Ability to work independently with limited direction and instruction within the scope of assignments.
- Must be able to take initiative while paying close attention to detail and completing all assignments.

PREFERENCE IN HIRING WILL BE GIVEN TO:

- City of Central Falls Residents
- Bilingual applicants who can demonstrate fluency in a second language as spoken by at least 10% of Central Falls City residents, as determined by the United States Census Bureau; and
- Military members/veterans

LANGUAGE SKILLS

Ability to read, analyze and interpret complex materials. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from a wide variety of municipal officials, businesses, and the general public. *Fluency in a second language spoken by a sizeable portion of the city, such as Spanish or Portuguese, strongly preferred.*

REASONING ABILITY

Ability to organize time, work independently, and accomplish tasks despite frequent interruptions; ability to maintain detailed statistics and records; ability to deal effectively and tactfully with the public and all municipal officials; ability to maintain confidential information; ability to compose

correspondence and to prepare, type, and proofread reports as to form and logic flow; ability to communicate effectively.

PHYSICAL DEMANDS

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision. This position requires the ability to operate a keyboard at sufficient speed of at least 50 words per minute.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

EQUAL OPPORTUNITY EMPLOYER

Central Falls is committed to maintaining a work and learning environment free from discrimination on the basis of race, color, religion, national origin, pregnancy, gender identity, sexual orientation, marital/civil union status, ancestry, place of birth, age, citizenship status, veteran status, political affiliation, genetic information or disability, as defined and required by state and federal laws. Additionally, we prohibit retaliation against individuals who oppose such discrimination and harassment or who participate in an equal opportunity investigation. Read the City's full nondiscrimination policy here: <http://www.centralfallsri.us/nondiscrimination>

APPLICATION INSTRUCTIONS

Application and resume can be submitted through the following:

- In person or by mail to 580 Broad Street, Central Falls, RI 02863 Attn: Human Resources Department
- Email: ldias@centralfallsri.us.

Applications can be found on our website at www.centralfallsri.us under Human Resources/Employment.

Closing Date: Open until filled