

CASUAL Dispatcher

Locations: Cape May, NJ

Hourly Rate: \$15.00

Opening Date: February 7, 2020 Closing Date: Until Filled

I. POSITION SUMMARY

The general responsibilities of the Casual Dispatcher involve sending, receiving, recording, and disseminating information using a variety of police communications equipment (i.e., police radio, intercom, telephone, and computer). Dispatchers promote a professional and courteous environment at the Cape May-Lewes Ferry (CMLF) when they interact with the public and co-workers. The Casual Dispatcher provides relief coverage for the full-time Dispatcher position at the Cape May Troop.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Receives and sends calls on the police radio and monitors all active radio frequencies
- Answers emergency and non-emergency telephone calls, contacts police and management personnel, monitors security cameras, reports unusual occurrences and monitors building alarm systems
- Follows Delaware Justice Information system DELJIS or Criminal Justice Information System (CJIS) (CMLF) rules (e.g., criminal history, driver's history)
- Assesses the nature of all reports and determines proper method of response
- Expeditiously processes calls for assistance from outside police agencies and dispatch patrol units
- Monitors DELJIS or CJIS (CMLF) teletype information relevant to the department's operation and disseminates to supervision & patrol units
- Responsive to the public and coordinates public assists (e.g. tow service) by contacting outside agencies and relaying pertinent information
- Assists patrons with special needs, assists victims and witnesses, providing referrals to victim/witness assistance organizations and providing travelers' information to patrons
- Disseminates general broadcasts via radio message and transfer telephone calls to other departments
- Enters data into Computer Aided Dispatch (CAD) and authorized computer systems and accesses information from DELJIS or CJIS (CMLF) and NCIC

- Records activities within the detention area, updates towing records, maintains and updates logs, and prepares shift activity reports
- Monitors all radios, recalls information and responds appropriately, responds to visual cues, monitors detention/processing areas and remains alert
- Proficient in business and police communication
- Coordinates radio communications between patrol and security officers and non-police employees (CMLF)
- May provide information to patrons using the CMLF
- May report any and all occurrences related to violations of the CMLF Threat Policies
- Monitors closed-circuit television surveillance cameras at the CMLF for suspicious activity
- Provides the highest level of customer service and professionalism to all internal and external customers

III. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Must possess a variety of basic clerical and administrative skills in order to perform their job duties
- Ability to enter accurate and clear information into logs; compose directed messages write concise, clear and legible memos to co-workers
- Ability to read and understand information displayed on computer screens, information received from DELJIS OR CJIS (CMLF) and NCIC, training material and instructional manuals
- Ability to verbally communicate in a clear, professional and courteous manner with police personnel and the public providing information when called upon from available resources
- Ability to react well under stress and remains professional when dealing with conflict
- Ability to provide superior customer service

IV. REQUIREMENTS

- High School diploma or equivalent
- Eighteen (18) years of age or older
- Experience as a dispatcher

V. LICENSES, REGISTRATIONS AND CERTIFICATES

- DELJIS / CJIS (CMLF) certified within 90 days

VI. ADDITIONAL REQUIREMENTS

- Subject to pre-employment physical, background check, and pre-employment and random drug testing.
- Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution or enroll in the payroll card program to receive their bi-weekly pay

Interested applicants may apply on-line at www.drba.net