

# DISPATCHER

**Location: Cape May-Lewes Ferry  
Cape May, NJ**

**Salary: \$46,883**

**Opening Date: July 10, 2020**

**Closing Date: Until Filled**

## **I. POSITION SUMMARY**

The general responsibilities of the 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 Authority facilities when they interact with the public and co-workers.

## **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 Criminal Justice Information System (CJIS) 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 CJIS teletype information relevant to the department's operation and disseminates to supervision & patrol units
- Provides for officer safety by monitoring the time spent on an assignment and assessing potential risks
- 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 CJIS and National Criminal Information Center (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
- Completes CJIS (CMLF) and NCIC log forms and maintains other police equipment and supplies
- May assist with loading and unloading ferry vessels by coordinating radio

- communications between patrol and security officers and non-police employees
- May make announcements and page patrons using public address system
- May maintain first aid supplies and maintain access control over the gas key and log
- May provide information to patrons using the Delaware Memorial Bridge (DMB) and Cape May-Lewes Ferry
- May report any and all occurrences related to violations of the CMLF/DMB Threat Policies
- Monitors closed-circuit television surveillance cameras 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 CJIS 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 training to new dispatchers, when called upon
- Ability to provide superior customer service

### **IV. REQUIRED EDUCATION AND EXPERIENCE**

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

### **V. LICENSES, REGISTRATIONS, AND/OR CERTIFICATES**

- CJIS certified within ninety (90) days of employment

### **VI. ADDITIONAL REQUIREMENTS**

- Subject to a drug test and background investigation
- Subject to a pre-employment physical
- 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
- This position works rotating shifts and must adapt to irregular working conditions
- This position is eligible for shift differential pay

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**If you are interested in applying for this position please complete the on-line application at [www.drba.net](http://www.drba.net). In addition, please attach a resume to the completed application.**