

West Greenwich
Police Department
Tel (401) 397-7191
Fax (401) 392-3811



280 Victory
Highway
West Greenwich
Rhode Island, 02817

Town of West Greenwich
INCORPORATED 1741

RICHARD N. RAMSAY, CHIEF OF POLICE

POLICE & FIRE DISPATCHER

WEST GREENWICH POLICE DEPARTMENT

PUBLIC SAFETY DISPATCHER

The West Greenwich Police Department is currently accepting applications for full time and pre-diem positions for Police/Fire Dispatcher. The candidate must be 21 years old, have a high school diploma or GED, and must be able to pass a background investigation, psychological examination and medical examination. Essential duties; operate a computer-aided dispatch system; receive emergency calls from the public requesting Police, Fire, and Medical assistance and relay information to the police, fire and rescue personnel in the field.

Prior police, fire or dispatch experience is preferred but not required. Full time dispatchers are members of the LOCAL 1322, AFL-CIO. Current top step of \$26.50, reached after 18 months, along with a competitive benefit package. Applications are available at the West Greenwich Police Department located at 280 Victory Highway, West Greenwich, RI 02817 or on the Town of West Greenwich website: www.wgtownri.org. Applications must be received by 4 pm on Friday, **November 17, 2023**.

The West Greenwich Police Department is an equal opportunity employer.

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DISPATCHER APPLICATION

Applications must be typed or clearly printed in ink. Any applications that are incomplete or illegible will result in rejection of said application process. Completed applications must be dropped off at the West Greenwich Police Department or emailed to r Ramsay@wgpdrri.com by 4pm on November 17, 2023 to be considered.

Name _____ DOB _____
Street Address _____
City _____ State _____ Zip _____
Telephone Number _____ E-mail: _____

Circle One Answer Per Question:

- 1.) Are you a United States Citizen?.....(Yes No)
2.) Do you possess a valid driver's license?.....(Yes No)
3.) Do you possess a high school diploma OR a GED?.....(Yes No)
5.) Do you possess a college degree from an accredited institution?.....(Yes No)
6.) Do you have prior police/fire experience (Yes No)
7.) Do you have prior dispatch experience(Yes No)

By signing below, I am certifying that I am aware that withholding information or making false statements on this application will be the basis for dismissal from the selection process, and/or if it is later discovered termination from employment with the West Greenwich Police Department. With this understanding, I certify that the information provided above on this application is true and completed.

Signature

Date

Please attach a copy of your driver's license to this application.*

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Richard Ramsay, CHIEF OF POLICE

JOB DESCRIPTION

TITLE: Police Dispatcher
DEPARTMENT: Town Hall
DIVISION: Police Dispatchers
CLASSIFICATION: Union FLSA: Non-Exempt

PRIMARY PURPOSE OF THE POSITION: Under the general supervision of the Patrol Division Major and the direct supervision of the Patrol Division shift Officer-in-charge, the Dispatcher receives oral and written communication from the public, partners in the criminal justice system, and law enforcement personnel through various means of communication and in person at police headquarters. The dispatcher assesses and prioritizes the request for services and transmits them to the appropriate unit or personnel.

ESSENTIAL DUTIES:

- Receives incoming calls and in person requests from the public courteously obtaining all relevant information efficiently;
- Receives routine calls and transfers 911 calls;
- Quickly evaluates and determines the type and level of service required and directs information to the appropriate respondent;
- Receives information requests from the police officers and provides assistance in a timely manner;
- Utilizes various police databases and software applications to furnish information to maximize public and officer safety;
- Other related duties as assigned.

Police Dispatcher

Job Description

Page 2

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the operation of police radio receiving and transmission systems;
- Knowledge of the operation of business style telephone systems;
- Knowledge of the geographic boundaries of the town, including locations of streets, important buildings and facilities, and sub-divisions;
- Ability to understand and execute oral and written instructions;
- Ability to be courteous, but firm when appropriate;
- Ability to read and understand laws, ordinances, department policies and rules and regulations;
- Ability to react quickly and calmly under emergency conditions;
- Ability to write concise and comprehensive reports and narratives;
- Ability to speak clearly in a well-modulated voice and to use good diction;
- Ability to operate modern computer systems and common software applications;
- Ability to maintain records and files;
- Ability to establish and maintain effective working relationships with civilian and sworn personnel as necessitated by the duties;
- Ability to report to the Officer-in-Charge any emergency call information, inability to contact an on-duty officer, malfunctioning equipment, or requests for mutual aid.

REQUIRED EQUIPMENT OPERATION:

Business telephone system, police records management system, police radio system, basic Microsoft products, business copy machine, fax machine, and various software and database applications.

PHYSICAL REQUIREMENTS:

Physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Sitting at a dispatch station and working over extended periods of time with monitors and keyboards; walking through the building; lifting and carrying moderately heavy office supplies.

REQUIRED QUALIFICATIONS:

- At least Twenty-One (21) years of age
- High School diploma or equivalency
- Ability to pass a written exam
- Ability to pass a physical examination

Police Dispatcher

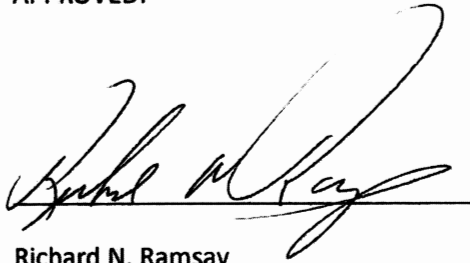
Job Description

Page 3

- Ability to pass a thorough background check
- Ability to pass a psychological exam
- Ability to successfully complete an on-the-job training program prescribed by the department.

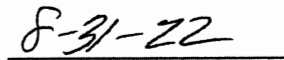
This job description does not constitute an employment agreement between the Town of West Greenwich and the employee.

APPROVED:



Richard N. Ramsay

Police Chief



Date