



# Borough of West Chester

## Human Resources Office

401 East Gay Street ▪ West Chester, Pennsylvania ▪ 19380

Telephone: 610-436-1461 ▪ Facsimile: 484-631-1311

### JOB ANNOUNCEMENT

#### Police Dispatcher (Part-Time)

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#### **Introduction**

West Chester Borough is a thriving community with a population of 20,000+ located in the center of Chester County PA. It is the seat of County government and home to West Chester University.

#### **POSITION SUMMARY:**

Part-time position(s) are responsible for Emergency Communications (Dispatching) between the public need and West Chester Borough Police Department. This position is in the Department of Police and is directly supervised by the Chief Communications Officer with final supervision by the Police Chief then the Borough Manager.

#### **MAJOR RESPONSIBILITIES AND DUTIES:**

1. Answer emergency and non-emergency calls to the Police Department.
2. Interview callers and obtain information quickly and accurately.
3. Be able to make prompt decisions based on information received.
4. Monitor Lobby window and provide customer service to public.
  - a. Dispatch police officers to incidents reported by the public.
  - b. Document All Police Activity in the document management system.
  - c. Monitor and Complete all NCIC/Scope work as assigned by this department and the PA State Police.
  - d. Monitor to the best of their ability all Video Monitoring Systems located within the Communications Room.
  - e. The incumbent must be able to monitor and react efficiently and effectively to all radio transmissions.
5. Must have knowledge of each department within the Borough and direct the public to each if needed.
6. Perform department related duties as assigned.
7. Maintain good rapport with public always responding in a professional courteous manner.
8. The incumbent must be physically able to sit and attend the radio console for most of the work shift.

9. The incumbent must be able to deal with high stress levels.
10. The incumbent must be able to multitask.
11. The incumbent must be able to produce and process clear and concise reports.
12. The incumbent must be physically able to operate standard office equipment, i.e. computers, copy machines, etc.
13. Any other duties assigned by the Chief Communications Officer or Police Administration.

For these routine duties, the incumbent will be made aware of all deadlines and the normal order they should be completed. In addition to the described duties, the incumbent will perform any tasks necessary for the government, efficiency, and the general good conduct of the Department.

### **SUPERVISORY RESPONSIBILITY**

None

### **COMPETENCIES**

1. Communication Proficiency
2. Decision Making
3. Strategic Thinking

### **REQUIRED KNOWLEDGE, SKILLS, ABILITIES**

1. Ability to use good judgement.
2. Ability to work under pressure.
3. Ability to adhere to personnel policies and procedures.
4. Ability to perform the essential functions of the job without posing a direct threat to him/herself or to others.
5. Ability to exercise courtesy and tact when dealing with the public.
6. Ability to understand and follow oral and written instruction.
7. Ability to accurately maintain acceptable attendance standards.
8. Ability to have a commitment to public service.
9. Ability to accurately complete administrative forms and carry out the duties of the job with or without supervision.
10. Ability to work effectively with a wide range of constituencies in a diverse community. Musts have strong interpersonal and communication skills.
11. Considerable knowledge in the use of computers.
12. Knowledge on NCIC / CLEAN / CAD and Communication devices currently in operation.

### **WORKING CONDITION**

1. Prolonged periods of sitting.
2. Office setting
3. Dark room with multiple monitors, computers, and radio equipment.

### **POSITION TYPE / EXPECTED HOURS OF WORK**

This is a part time communication officers (dispatcher) position with the West Chester Borough Police Department. Hours of work required may be 12 hours shifts working overnight and weekends. Other times may be requested to fill breaks and or open shifts at the discretion of the Chief Communications Officer.

### **TRAVEL**

Travel is primarily local during the Borough business day, although some out of the area travel may be expected.

### **REQUIRED EDUCATION AND EXPERIENCE**

1. High school diploma or GED equivalent (required).
2. Association of Public Safety Communications Officials (APCO) Certification is preferred.
3. Current or prior emergency dispatching and call taking preferred.

### **ADDITIONAL ELIGIBILITY REQUIREMENTS**

1. Must possess and maintain a current and valid driver's license.
2. Pre-employment drug screening required prior to employment.
3. Criminal Background check required prior to employment.
4. Credit Report check required prior to employment.
5. Required to grant the Borough and its third-party agents the ability to access, report on, and review those documents.

### **OTHER DUTIES**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

### **Job Details**

Category: Administration

Salary: \$19.00

Posted: January 20, 2023 - Until Filled

How to Apply: <https://west-chester.com/jobs.aspx>