

<p style="text-align: center;">TOWNSHIP FIRE DEPARTMENT CHAPTER 1: ADMINISTRATIVE OPERATIONS</p>
<p>Part 3: Job Descriptions Subject: Dispatcher Page 1 of 2 Section: 1-3-19 Effective Date: 09-01-95 Revised Date: 12-15-22</p>

Part 3: Job Descriptions

Subject: Dispatcher

Page 1 of 2

Section: 1-3-19

Effective Date: 09-01-95

Revised Date: 12-15-22

19.01 Purpose. Define the duties of Dispatcher.

19.02 Goal. To describe the position of Dispatcher.

19.03 The Dispatcher reports to the Chief of Township Fire Department.

19.04 The Dispatcher's status is salaried/exempt.

19.05 Basic Functions of Job:

Dispatcher answers telephone and provides dispatch services to Township Fire Department Personnel.

19.06 Typical Duties and Responsibilities:

- A) Answers incoming telephone calls and provides appropriate service/information to caller.
- B) Provides dispatch service to TFD personnel and contracted agencies in the event of an emergency - fire, rescue, etc. (Not Emergicare)
- C) Monitors online burning permits, opens/closes permits, and updates the Board monthly.
- D) Dresses appropriately for business hours and conducts him/herself in a professional manner.
- E) Greets visitors to the office and provides appropriate information/documents as necessary.
- F) Enters information into the computer system as required by TFD procedures.
- G) Records, by electronic recorder, all calls coming into the dispatch center telephone lines.
- H) Receives reports and radio transmission requests from TFD personnel.
- I) Reports need for repairs at facility and prepares the meeting area for various functions. (Not responsible for cutting grass or snow removal.)
- J) Makes daily announcements regarding departmental issues.
- K) Assigns Purchase Orders for all requests including radio repairs.
- L) Distributes mail to the proper people or Officer Manager.
- M) Maintains the records for loaned items.

Subject: Dispatcher

Date: 09-21-03

Page 2 of 2

- N) Takes care of routine scheduled situations, e.g., testing of the generator system.
- O) Provides access to various areas at dispatch, such as records room, etc., to those that are authorized for such access.
- P) Complete reports and/or forms as required by the Chief.
- Q) Provides telephone answering service for Critical Incident Stress Management Teams.
- R) Catalogs and stores radio recordings according to TFD policy.
- S) Receives reports and radio transmission requests from TFD personnel.
- T) Receives radios for repair from TFD personnel.
- U) Distributes repaired radios to TFD personnel.
- V) Provides directions to calls from primary station, when first apparatus goes enroute.
- W) Update calendars on website & IAR
- X) Announce entire weeks calendar during 1800 hours announcements on Sundays
- Y) Makes department ID cards
- Z) Prepare pagers for distribution
- AA) Setup and maintain departmental email addresses for officers as directed by the Chief
- AB) Provide Office Manager dispatch logs at the end of the month.
- AC) Obtain crash reports from appropriate agency when requested.
- AD) Other duties as assigned.