

**EMPLOYMENT OPPORTUNITIES  
PUBLIC SAFETY DISPATCHER  
for the  
STRAFFORD COUNTY SHERIFF'S OFFICE  
and  
STRAFFORD COUNTY DISPATCH CENTER**

**The Strafford County Sheriff's Office is accepting resumes for the position of Public Safety Dispatcher for both full and part time positions.**

**Should you wish to be considered as an applicant for such a position, please accomplish the following:**

- 1. Read Attachment "A" – *Desirable Characteristics of a Public Safety Dispatcher***
- 2. Read Attachment "B" – *Strafford County Job Description for Public Safety Dispatcher (Grade 8)***
- 3. Read Attachment "C" – *Strafford County Benefits for the position of Public Safety Dispatcher***
- 4. Read Attachment "D" – *Strafford County Notice to Applicants for the position of Public safety Dispatcher***
- 5. Submit your resume and cover letter in one of the following ways:**

- **Via United States Mail to:**

**Janet F. Eldridge  
Public Safety and Communications  
Supervisor  
Strafford County Dispatch Center  
P.O. Box 1218  
Dover, N.H., 03821-1218**

- **Via E-Mail to:**

**[jeldridge@co.strafford.nh.us](mailto:jeldridge@co.strafford.nh.us)**

- **Deliver in person to:**

**Strafford County Sheriff's Office  
Basement Level  
Justice & Administration Building  
259 County Farm Road  
Dover, N.H.**

**Between the hours of 8:00 A.M. and  
4:00 P.M., Monday to Friday, except  
for holidays.**

**PLEASE NOTE: The Sheriff's  
Office is located on the basement  
level of the Strafford County  
Superior Court Building. Please  
enter the building via the front  
entrance. Deputies on duty will  
assist you in locating the Sheriff's  
Office.**

## Desirable Characteristics of An Effective Public safety Dispatcher

- ***Desire to be helpful.*** This not only includes persons who are pleasant to help, but also individuals who may be unreasonable, demanding, rude, unpleasant, and uncooperative.
- ***Ability to think clearly and act promptly in emergencies and under pressure.*** A Public Safety Dispatcher must maintain self control at all times.
- ***Ability to speak clearly and distinctly at all times.*** Along with this, the ability to reduce rambling and disconnected information, into concise and accurate messages.
- ***An inquiring mind.*** Desire to learn, and desire to do the job well.
- ***Thorough knowledge of the geography of the jurisdiction*** covered by the Strafford County Dispatch Center.
- ***Recognition of the importance of the job.*** The Public Safety Dispatcher is the only link between the road officer and help, and is often the only link between the citizen and help. The dispatcher is the Sheriff's Office representative most often contacted by the public.
- ***Courtesy.*** The Strafford County Dispatch Center is essentially a business office and must be operated in a business like manner. In our business, as in any other business that deals with the public, all employees are expected to be courteous.
- ***Predisposition towards public safety work.*** A Public safety Dispatcher must learn to think like a field officer – anticipate the type of information officers will require for an effective handling of their duties.



....Proudly Serving Strafford  
County Since 1974

## Notice

Applicants for the position of Public Safety Dispatcher must meet the following minimum requirements in order to be considered for employment:

1. Eighteen (18) years of age.
2. Possess a high school diploma or equivalent (GED).
3. Possess the ability to work a varied work schedule including nights, weekends, and holidays.
4. Ability to handle emergency tasks under pressure.
5. Ability to perform multiple tasks quickly and efficiently.
6. Able to successfully pass a background investigation.
7. Able to successfully complete a training program.
8. Able to perform all of the essential functions of the job description for the position of Public Safety Dispatcher as promulgated by the County of Strafford.

## COUNTY OF STRAFFORD

### JOB DESCRIPTION

**I. TITLE: Public Safety Dispatcher**

DEPARTMENT: Sheriff's Office

STATUS: Full-Time, Non Exempt

LABOR GRADE: 8

EFFECTIVE DATE: 04/13/09

#### **PRIMARY PURPOSE**

The Strafford County Sheriff's Dispatch Center has primary responsibility for the proper deployment of public safety personnel and the necessary support equipment pursuant to the dispatch center policies and procedures. It is the processing point for the Sheriff and his deputies' radio and telephone communications. The dispatch center provides police communications services to the towns of Barrington, Durham, Farmington, Lee, Middleton, Milton, New Durham, Rollinsford and Strafford. In addition, the dispatch center provides fire dispatching services to the towns of Durham, Farmington and Middleton and EMS for the towns of Farmington and Middleton. Civilian employees that are supervised by a communications supervisor normally staff the position of Public Safety Dispatcher.

#### **DESCRIPTION OF DUTIES AND RESPONSIBILITIES**

Under the general direction of the Sheriff and the direct supervision of the communications supervisor, within established policies and procedures. The Public Safety Dispatcher performs the following functions:

#### **PRIMARY FUNCTIONS**

1. Dispatch Police, Fire and EMS and other department vehicles to designated areas upon request; maintain written records with the assistance of Computer Assisted Dispatch (CAD), a computer software program of the whereabouts of all personnel / vehicles in service.
2. Knowledge of and the ability to operate two way radio communication systems, to send and receive messages, answer telephone for same purpose, direct calls to appropriate persons and/or answer questions when possible. All communication is handled in a clear and concise manner.

3. Develop a proficient knowledge of the National Law Enforcement Telecommunications System (NLETS) and the New Hampshire State Police On-line Telecommunications System (SPOTS) to communicate accurate information to other law enforcement agencies.
4. Perform varied typing functions, with basic computer software knowledge to complete forms, letters, statements and written reports as required.
5. Page employees and other personnel using authorized personal paging or alpha numeric paging equipment.
6. Monitor alarms and notify proper agencies when necessary.
7. Demonstrate continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.

### **KNOWLEDGE, SKILLS AND ABILITIES**

1. Understand and follow moderately complex oral instructions in the English language.
2. Remain calm and effective under heavy work load and emergency situations.
3. Speak with a clear, well-modulated voice.
4. Ability to project confidence to the public, our customers and act on information quickly and accurately.
5. Respond to aural or visual signals.
6. Communicate orally, in the English language using a telephone and radio.
7. Comprehend and make inferences from written material.
8. Learn job-related material primarily through oral instruction and observation. This learning takes place mainly in an on-the-job training setting.
9. Work cooperatively with Federal, State, County, City and Town employees, and the public.
10. Possess the ability to cope and manage stressful or frustrating situations inherent to law enforcement. Ability to work with frequent interruptions and to respond appropriately to unexpected situations which may include life and death emergency situations.

11. Possess the ability to project and maintain confidentiality at all times with issues related to the performance of assigned duties both on and off the job.
12. Possess the ability to determine priorities and manage time effectively.

### **PHYSICAL REQUIREMENTS**

1. Remain in a sitting position for extended periods of time.
2. Posses the ability to work in a moderately noisy setting.
3. Good physical condition. Ability to pass a standard visual and hearing examination.

### **QUALIFICATIONS**

**Education:** High school diploma or equivalent is required. Experience with office equipment, computers and communication systems are desirable.

**Other:** Ability to successfully pass a background investigation. Have no felony conviction or crimes involving moral turpitude.

**Disclaimer:** This job description specifies general duties and is not intended to list every specific function of this job.

Revised 09-26-2000

## COUNTY OF STRAFFORD

### JOB DESCRIPTION

**I. TITLE: Public Safety Dispatcher**

DEPARTMENT: Sheriff's Office

STATUS: Part-Time, Non Exempt

LABOR GRADE: 8

EFFECTIVE DATE: 04/13/09

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