UNIVERSITY OF MAINE SYSTEM CLASSIFICATION SPECIFICATIONS
POLICE SERVICES DISPATCHER

CAREER LEVEL	DBM RATING	FLSA STATUS
CL1	B21	Non-Exempt
CL2	B22	Non-Exempt

NATURE OF WORK	Work is routine in nature with specifically defined tasks, requiring the ability to follow standard procedures. The majority of time is spent on steps related to the same task, or repetition of the same tasks. Incumbents may adapt standard procedures to unusual situations as necessary, but do so under the limitations established at higher levels. ● **Career Level 1:** Incumbents perform tasks that are responsible for performing defined dispatch and monitoring duties ● **Career Level 2:** Incumbents perform tasks that include coordinating police dispatch activities and supervise Police Services Dispatchers. Tasks are diverse, requiring general knowledge of a variety of areas, such as budgeting, supervision, security methods, and building maintenance.

TYPICAL CLASS RESPONSIBILITIES (These responsibilities are a representative sample of essential class duties; position assignments may vary.)	
1.	Receives and routes telephone calls reporting situations and incidences of an emergency or life-threatening nature; questions caller and solicits information; receives and routes non-emergency telephone calls; maintains operational records and logs.
2.	Dispatches appropriate units to specific calls utilizing a radio console; tracks calls and notifies appropriate individual(s) of situations requiring their attention.
3.	Monitors the status and location of public safety units.
4.	Enters, updates, and retrieves information from databases and record systems.
5.	Monitors video surveillance systems and closed-circuit monitoring systems.
6.	Performs other duties of a similar nature or level.

LEVEL OF DECISIONS

Makes decisions that affect the manner and speed in which the elements of an operation are performed. Incumbents have a choice as to how the elements of an operation are performed, but not as to what elements constitute the operation.

Incumbents work within defined parameters where the tasks to be performed are clearly defined. Incumbents have the ability to determine the quality and attention they will give to the steps in a task, but not what the steps are.

Incumbents may develop and implement dispatch methods and procedures, and prioritize daily tasks for self and assigned staff.

DIRECTION RECEIVED	• **Career Level 1:** Incumbents perform work assignments following clear, step by step instructions within assigned areas of responsibility, following clearly defined practices and procedures to achieve specific objectives; and work under direct supervision. • **Career Level 2:** Incumbents apply departmental and organizational policies and procedures to specific situations; following clearly defined practices and procedures to achieve specific objectives; and work under general supervision. Incumbents interpret established policies and procedures in unique situations, and work under minimal supervision.

DIRECTION PROVIDED	• **Career Level 1:** Incumbents assigned to this classification typically *do not* provide direction to others. • **Career Level 2:** Incumbents' work is completed following standard operating procedures, and may require occasional independent judgment to complete tasks; reviews reports for accuracy and approval. Incumbents may lead/coordinate and/or delegate work assignments and projects to temporary and/or regular employees; they work under defined goals and objectives, with minimal supervision; May instruct others in work methods and procedures; May verify the work of others; May handle the most complex issues requiring substantial knowledge of institutional operations; May anticipate and plan for problems and issues.

TYPICAL CAREER-LEVEL SPECIFIC RESPONSIBILITIES MAY INCLUDE:

Incumbents assigned to **Career Level 1** may be responsible for:

- Operating computerized police dispatch systems.
- Receiving and prioritizing emergency and non-emergency calls police officers.
- Monitoring life safety, security, and closed-circuit video systems.
- Dispatching police units and maintaining communication with officers.
- Maintaining accurate logs.
- Handling sensitive and confidential information with discretion.
- Monitoring and using radio communication systems.
- Perform other related and reasonable duties as assigned.

Incumbents assigned to **Career Level 2** may be responsible for:

In addition to the **CL1** level responsibilities:

- Supervises dispatchers.
- Mentors new dispatchers.
- Assisting in coordinating multi-agency responses.
- Reviewing and ensuring accuracy of dispatch logs and reports.
- Providing leadership during high-stress situations.
- Ensuring compliance with departmental policies and procedures.
- Handling complaints and inquiries from the public.
- Assisting in Coordination of training of new hires and/or existing dispatch personnel.
- Preparing reports and logs of unusual incidents, contact agencies involved with major emergency operations such as the Fire Departments, neighboring police agencies and various State agencies that deal with emergency and disaster operations.
- Perform other related and reasonable duties as assigned.
- Providing lead oversight and direction across all shifts of dispatch clerk personnel.
- Overseeing daily operations of the dispatch center.
- Ensuring compliance with departmental policies and procedures.
- Conducting performance evaluations and provide feedback.
- Serving as the primary point of contact for dispatch-related issues.
- Coordinating training of new hires and existing dispatch personnel.
- Coordinating the scheduling and shift coverage of dispatch personnel.
- Performing other related duties as assigned.

TRAINING AND EXPERIENCE	Incumbents in this class typically require an equivalent combination of education and experience sufficient to successfully perform the responsibilities of the job, such as those listed below. ● **Career Level 1:** High school diploma or equivalent (G.E.D.) *AND* sufficient experience, including one year of dispatch and/or operator experience; and willingness to obtain required certifications within one year ● **Career Level 2:** High school diploma or equivalent (G.E.D.) *AND* sufficient experience; Minimum of 1 year of dispatching/telecommunicating experience; and MCJA certification for dispatchers. 60 credits or more of higher education or equivalent work experience and training; Minimum of three years or more of dispatching/telecommunicating experience; MCJA certification for dispatchers; Leadership experience; and Advanced knowledge of dispatch protocols and emergency response procedures The Education, Training, and Work Experience listed above are intended to serve as a general guideline for recruiting purposes. **Additional qualifying experience may substitute for the education required of the assigned position.** The Education, Training, and Work Experience listed above are intended to serve as a general guideline for recruiting purposes. **Additional qualifying experience may substitute for the education required of the assigned position.**

LICENSING REQUIREMENTS
Incumbents in this class may require appropriate licensure in the areas below if the incumbent performs duties requiring such licensure: ● MCJA certification for dispatchers

KNOWLEDGE REQUIREMENTS	Classification knowledge requirements: ● Customer service principles; ● Regional geography; ● Applicable radio and telecommunications equipment and systems; ● Computers and related software applications; ● Recordkeeping principles; ● Modern office equipment and practices. ● Supervisory principles- if applicable ● Applicable radio and telecommunications equipment and systems; ● Departmental procedures, rules and regulations.

SKILL REQUIREMENTS	Classification skill requirements: ● Providing exemplary customer service; ● Remaining calm in stressful situations; ● Operating multi-line phone systems; ● Using a computer and related software applications; ● Reading maps; ● Maintaining records and logs; ● Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction. ● Prioritizing and assigning work; ● Monitoring and evaluating employees; ● Analyzing situations quickly and objectively.

PHYSICAL REQUIREMENTS	Positions in this class typically require: reaching, standing, walking, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions. Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Involves sitting most of the time. Walking and standing are required only occasionally. **For CL2:** Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

CLASSIFICATION HISTORY	
DATE	**COMMENT**
5/2/12	**Final**
10/17/2025	**DRAFT REVISION**
12/9/2025	**Final**

The above classification specifications are intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department as determined by the University.