



**CITY OF CRANSTON  
DEPARTMENT OF PERSONNEL  
ANNOUNCES AN OPEN COMPETITIVE & PROMOTIONAL CIVIL SERVICE  
EXAMINATION  
FOR  
CIVILIAN RADIO DISPATCHER  
DEPARTMENT OF POLICE**

**STARTING SALARY: \$48,250.02**

Applications must be received on or before 4:30 PM, Monday, December 2, 2024, in the office of the Director of Personnel Room 107, Cranston City Hall, 869 Park Avenue Cranston RI 02910. Applications can be downloaded from [www.cranstonri.com](http://www.cranstonri.com) Completed applications may be submitted to the Personnel Department by:

1. Fax: (401) 780-3362
2. Email: [personnelapplications@cranstonri.org](mailto:personnelapplications@cranstonri.org)
3. US Mail: Personnel Director, 869 Park Avenue, Cranston, RI 02910

**\* Indeed candidates must also submit the City of Cranston application to be considered for the position.** The time and place of the examination will be announced by email. You must provide an active email address that you regularly monitor for messages.

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The City of Cranston Police Department Communication Center is staffed 24/7 and handles both emergency and non-emergency calls for service. Each day is comprised of three (3) eight (8) hour shifts (including holidays and weekends) and the dispatchers work a rotating four (4) day on two (2) day off schedule. This is a civilian position and is not transitional for the position of Patrol Officer.

**ESSENTIAL DUTIES OF A POLICE DISPATCHER:**

- Receives, identifies, and records a variety of calls for assistance from the public related to Police services.
- Ability to perform work that frequently involves use of RMS (Records Management System) and other software programs that assist in operations in the Communications Center.
- Hears, understands, and reacts to radio and telephone communication often simultaneously.

- Calms distressed callers, uses interview techniques to gain incident information, and enters calls for service in a timely and accurate manner.
- Provides information to callers, prepares telephone requests for assistance, assigns incident numbers to occurring events, and refers callers to other staff/agencies as appropriate.
- Dispatches Police personnel and equipment based on response procedure guidelines and knowledge of agency requirements.
- Communicates with Police personnel in the field and informs emergency command staff of pending responses from other agencies.
- Maintains status of calls via computer screens, keyboard, and other communications equipment.
- Conducts tests of emergency communication equipment as needed.
- Coordinates use of radio frequencies among patrol units and performs routine communication via radio paging for administrative staff.
- Prioritizes safety related information and analyzes complex information for situational changes.
- Applies a working knowledge of regional geography for all the areas served by the Cranston Police Department.
- Transmits vital information received by phone, teletype, or radio to field units.
- Contact other agencies to check on subject warrants.
- Runs computer inquiries on vehicles, property, wanted information, and driver's license status and responds to special requests.
- Answers emergency and non-emergency voice and telecommunications devices for the deaf (TDD), determines the nature of calls; determines correct signal and/or code; assigns priority to call; simultaneously enters information into computer.
- Maintains professional communication and demeanor with members of the public and employees of the Cranston Police Department under conditions that may be stressful at times.
- Performs other related duties as assigned.

### **Special Requirements**

- Ability to work any shift in a 24-hour/day, 7-day/week operation on a rotational basis including weekends and holidays. Shift assignments are based on seniority.
- Ability to work mandatory overtime.
- Ability and willingness to wear mandatory uniform and communication headset.

- Certificate proving the ability to type at a speed of 25 words per minute must be submitted prior to test date.
- Ability to learn and retain an extensive amount of codes, terminology and procedures required to perform the basic functions of the job.
- Ability to sit in a normal seated position for long periods of time.
- Operate a current version Windows based personal computer. Operate a personal computer keyboard with sufficient speed and accuracy to accomplish the core job functions of Police Dispatcher.
- Read, learn, and understand complex instructions and documentation including standard operating procedures, training materials, general orders, maps, and related material.
- Must be able to read, legibly write, spell and speak in clear, concise English with good grammar. Bilingual applicants are encouraged to apply.
- Perform multiple tasks simultaneously.
- Understand and retain complex instructions and training concepts.
- Interact and communicate effectively, both orally and in writing.
- Establish, maintain, and foster positive, harmonious, and effective working relationships and demonstrate a cooperative and professional attitude at all times.
- Maintain the confidentiality of information as prescribed by law.
- Speak to callers using clarity, courtesy, and tact.
- Work in an environment with exposure to stressful situations which may result from pressure to provide an appropriate and timely response and follow-up required by emergency and routine events that often occur simultaneously.
- Prior dispatch/call center/law enforcement experience preferred.

**Uniforms:**

Police Dispatchers will be required to wear uniforms when on duty. The uniforms will be provided to the employees by the City of Cranston.

**Shifts:**

The Communication Center has three (3) shifts. Each shift consists of eight (8) hours. The Dispatchers will work a rotating four (4) day on and two (2) day off schedule (including holidays and weekends). The position of Police Dispatcher is designated as essential/emergency personnel. This means that during an emergency employee in these positions may be required to report to work and/or remain at their work location to protect, recover, and continue operations.

**Examination:**

The examination shall consist of a performance-based practical examination (70%) and an oral component (30%). The minimum passing grade shall be 70%. Qualified employees will have appropriate seniority points added to a passing score. You will receive notification of the exam by mail. There will be no makeup dates for the examination.

**Preference:**

Honorably discharged active-duty war veterans who have received a passing grade of 70% shall have five (5) points added to their final grade and disabled active-duty war veterans shall have ten (10) points added to their final grade. To receive credit for veteran's preference, an honorably discharged active-duty war veteran must furnish a copy of his/her DD 214. A disabled active-duty war veteran must submit proof that he/she has been classified as "disabled" by the Veteran's Administration. **The DD 214 and proof of disability classification must be submitted at the time of the written examination.**

Veterans' dates for active-duty war veterans are as follows:

- December 7, 1941 - December 31, 1946
- June 27, 1950 - January 31, 1955
- July 1, 1958 - January 1, 1959
- August 5, 1964 - May 7, 1975
- August 20, 1982 - December 31, 1987
- December 20, 1989 - January 31, 1990
- August 2, 1990 - May 1, 1994
- September 18, 2001- A period prescribed by law, an Act of Congress or Presidential Proclamation.
- October 16, 2002- A period prescribed by law, an Act of Congress or Presidential Proclamation.

This definition shall be further defined as "any person who honorably served in the armed forces in any conflict or undeclared war for which a campaign ribbon or expeditionary medal was earned and who was honorably discharged from the service."

**Minimum Qualifications:**

Age requirement of 18 years or older. Graduation from a standard high school or the equivalent; Rhode Island residency and U.S. citizenship. A satisfactory criminal background check is required. A minimum of one year dispatcher or high-volume call center experience or two years of police, fire or military experience is recommended. Acceptable dispatch experience includes utility, transportation/trucking, private emergency/medical/security service. 911, municipal police and fire or other equivalent dispatch experience.

Any work-related material produced by any employee while working for the Cranston Police Department shall become the property of the Cranston Police Department. Any employee of the Cranston Police Department shall not, either during the term of employment or at any time, thereafter, use or disclose to any person, firm, or corporation any information concerning the business or affairs of the City of Cranston, the Cranston Police Department, or another related agency of the Criminal Justice System which they may have acquired during or as incident to their employment.

**Dispatch employees may be required to provide vision and hearing test results from a licensed physician on an annual basis. Hearing test within normal range and vision correctable to 20/20.**

*The City of Cranston encourages diversity in its workforce.  
We are an Equal Employment Opportunity Employer.*