



# “Ratinatanonha” Kahnawake Peace Keepers

P.O. Box 203  
Kahnawake Mohawk Territory  
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<b>Job Title:</b>	DISPATCHER
<b>Division:</b>	KAHNAWAKE MOHAWK PEACEKEEPERS
<b>Reports To:</b>	CORPORAL
<b>Name of Incumbent:</b>	
<b>Purpose:</b>	Under the direction of the Corporal, coordinates and communicates vital information, such as service requests and emergency alerts. Provides support services to the Kahnawake Mohawk Peacekeepers Operation by dispatching patrol cars on a priority basis, screening and prioritizing outside calls, monitoring facilities, maintaining logs, and miscellaneous records.
<b>Cultural Identity Attributes:</b>	This individual possesses key competencies in communication, multi-tasking, detail-orientation, teamwork & interpersonal skills. Is reliable, expresses self-control & communicates well. Expresses empathy & compassion while remaining ethical and responsible.
<b>Roles &amp; Responsibilities:</b>	
<b>To Dispatch Emergency Services and Respond to Requests for Information</b>	
<ul style="list-style-type: none"> <li>• Receive requests from community members, surrounding communities and other police forces requesting emergency or non-emergency assistance or services or record complaints;</li> <li>• Ask vital questions, obtain pertinent details from the caller, assess the seriousness of the situation, provide pre-arrival instructions, and establish a level of priority to each call;</li> <li>• Relay information using the standardized alphabet code and “10” codes;</li> <li>• Process and transmit information, instructions and pertinent details (accidents, emergency situations, law enforcement requirements, location) to Peacekeepers, external contacts or other public safety agencies using a communication system;</li> <li>• Maintains contact with Peacekeepers while on scene, records demographic location and dispatches back up support when advised;</li> <li>• In response to the information needs of the Peacekeepers on patrol, conduct computer searches and file research (of persons, vehicle/registration, outstanding ticket/fine information, criminal records, wanted lists). Interprets data, draws conclusions and communicates findings to Peacekeepers;</li> <li>• Responds to information requests received from other police forces by conducting computer search and file research.</li> </ul>	

**To Enter and Record on the CRPQ & RMS, All Information Related to Occurrences, Activities and Payments**

- Enter incoming calls (caller's name, nature of the call, action required, action taken, and conclusions) and walk-in requests for information on the CRPQ Telex system;
- Receive and transmit telephone messages to various Peacekeeper personnel;
- Assign and record occurrence numbers and file numbers to each case;
- Document and record details related to each occurrence and file (i.e.: ticket numbers, legal violations, vehicle registration, tickets or fines);
- Enter and remove warrants, probations, interdictions, accusations, recognizance orders and other information from the system;
- Compile information on arrested individuals to add to criminal files, (i.e.: obtain record of previous charges and convictions);
- Confirms and reports with other police agencies on warrants;
- Document and record all aspects related to vehicles towed and impounded (i.e.: nature of towing, date, charges, fees, date claimed, date released);
- Accepts payments and issues receipts for fines, accident reports, security checks, vehicle release, and submits payments to Executive Assistant for processing.

**To Monitor Cell Area, Persons in Custody, Station Grounds, and Impound Yard**

- Request assistance, if needed;
- Complete relevant documentation such as search, seizures, and personal property;
- Report incidents and potential hazards;
- Survey prisoner activities to ensure their safekeeping, and ensure prompt communication of any irregularities, suspicious or uncontrollable activities to superior officers;
- Operate video equipment recording.

**To Perform Other Assigned Duties**

- Transcribe interviews
- Assist CRPQ / Enterpol Operator

**Education & Experience**

- High School Diploma,
- Experience in a customer service field,
- Two (2) years of similar work experience.

**Additional Requirements:**

- Must not have been convicted of a criminal offence, unless a pardon has been received;
- Participate in training on the CRPQ system.

**Working Environment**

- Shift Work: 8- or 12-hour rotating shifts;
- Sitting for long periods of time;
- Overtime may be required.

### Knowledge, Skills, Abilities

- Excellent organizational and multitasking skills.
- Ability to develop and maintain cooperative and professional relationships with fellow employees, representatives from other departments, and supervisors.
- Ability to actively listen and communicate effectively through clear speech and hearing.
- Ability to use judgment and decision-making skills to evaluate situations, establish priorities, resolve matters, and pass on information.
- Ability to think quickly.
- Ability to follow instructions, write clearly and spell correctly.
- Ability to remain calm under stressful conditions.
- Knowledge of dispatch codes and phonetic alphabet.
- Ability to work for extended hours.
- Ability to operate telecommunications systems, including transmission, broadcasting, and computerized databases.
- Knowledge of geographical and jurisdictional boundaries, highways, landmarks, public buildings and waterways.
- Knowledge of operating standard office equipment.
- Ability to communicate in the Kanien'kéha and French languages is an asset;
- The willingness to learn the Kanien'kéha language is required.

***The statements herein reflect general details to describe the principal functions of this job, and should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties or be assigned projects associated with these responsibilities as directed by their immediate supervisor.***

**Signatures:**

Employee's Signature: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_

Training & Human Resources Coordinator: \_\_\_\_\_