

Civilian Dispatcher for the Borough of Totowa Police Department

The Borough of Totowa is seeking to hire a qualified individual for the full-time position of Civilian Dispatcher for the Borough of Totowa Police Department.

Requirements:

Age: 18 years or older

Citizenship: United States Citizen

Residency: Borough of Totowa

Education: High School Diploma or equivalent

License: Valid New Jersey Driver's License

Key Responsibilities:

- Receiving calls for service; dispatching personnel and equipment; maintaining records; entering data; preparing reports.
- Receives calls for both routine and emergency requests for service; determines level of response required and dispatches appropriate police, fire or medical units;
- Monitors each call unit arrival of emergency personnel and updates responding units as situation changes;
- Speaks to and calms both suicidal and mentally disturbed persons and dispatches emergency units as required.
- Logs all calls for service in department computer and updates information as required; logs dispatch, arrival and finish times of each responding unit;
- Assists field units in investigations by contacting suspects and gathering information requested by officers;
- Makes computer entries into National Crime Information Center computer system regarding stolen vehicles, articles, firearms, securities and wanted persons and verifies validity of entries to other law enforcement agencies;
- Performs criminal history checks and computer lookups of motor vehicle registrations and driver licenses and relays confidential information to authorized personnel;
- Dispatches Animal Control Officer according to established procedures;
- Notifies state, county and borough road departments and public utilities of conditions affecting public safety;

- Maintains computer entry records and emergency contact information for business and municipal personnel;
- Monitors road conditions and notifies state, county and borough officials of road conditions; performs related tasks as required;
- Provide information to the public at headquarters.

Knowledge, Skills and Abilities:

- General knowledge of the methods of operating two-way communications systems; general knowledge of radio code system and teletype procedures;
- General knowledge of the geography of the Borough and location of important buildings;
- Ability to speak distinctly; ability to deal with the public under stressful conditions and remain calm;
- Ability to operate standard office, data entry and computer equipment and communication consoles;
- Ability to establish and maintain effective working relationships with associates and the general public.

Work Environment:

- Shifts: Must be available to work flexible shifts, including nights, weekends and holidays.
- Work week is 40 hours per week
- Salary is \$29.21 per hour
- Benefits are available with this position

Contact the Totowa Municipal Clerk's office at 973-956-1000, ext. 1009, for an application.

The deadline for submitting applications will be December 15, 2025

Employment is contingent upon the completion of a satisfactory background check