

## **DISPATCHER**

**Location: Delaware River and Bay Authority Police  
Delaware Memorial Bridge, New Castle, DE**

**Rate: \$29.955 per hour (\$62,308  
annualized)**

**Opening Date: July 22, 2025**

**Closing Date: August 5, 2025**

### **I. POSITION SUMMARY**

The general responsibilities of the Dispatcher involve sending, receiving, recording, and disseminating information using a variety of police communications equipment (i.e., police radio, intercom, telephone, and computer). Dispatchers promote a professional and courteous environment at Authority facilities when they interact with the public and co-workers.

### **II. ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Receives and sends calls on the police radio and monitors all active radio frequencies
- Answers emergency and non-emergency telephone calls, contacts police and management personnel, monitors security cameras, reports unusual occurrences and monitors building alarm systems
- Follows Delaware Justice Information system (DELJIS) (DMB) or Criminal Justice Information System (CJIS) (CMLF) rules (e.g., criminal history, driver's history)
- Assesses the nature of all reports and determines proper method of response
- Expeditiously processes calls for assistance from outside police agencies and dispatch patrol units
- Monitors DELJIS (DMB) or CJIS (CMLF) teletype information relevant to the department's operation and disseminates to supervision & patrol units
- Provides for officer safety by monitoring the time spent on an assignment and assessing potential risks
- Responsive to the public and coordinates public assists (e.g. tow service) by contacting outside agencies and relaying pertinent information
- Assists patrons with special needs, assists victims and witnesses, providing referrals to victim/witness assistance organizations and providing travelers' information to patrons
- Disseminates general broadcasts via radio message and transfer telephone calls to other departments
- Enters data into Computer Aided Dispatch (CAD) and authorized computer systems and accesses information from DELJIS (DMB) or CJIS (CMLF) and NCIC
- Records activities within the detention area, updates towing records, maintains and updates logs, and prepares shift activity reports
- Monitors all radios, recalls information and responds appropriately, responds to visual cues, monitors detention/processing areas and remains alert
- Proficient in business and police communication
- Completes DELJIS (DMB) or CJIS (CMLF) and National Criminal Information Center (NCIC) log forms and maintains other police equipment and supplies
- May assist with loading and unloading ferry vessels by coordinating radio communications between patrol and security officers and non-police employees (CMLF)
- May make announcements and page patrons using public address system (CMLF)
- May maintain first aid supplies and maintain access control over the gas key and log (CMLF)
- May provide information to patrons using the Delaware Memorial Bridge (DMB) and Cape May-Lewes Ferry (CMLF)

- May report any, and all, occurrences related to violations of the CMLF/DMB Threat Policies
- May operate traffic management system and variable message signs; coordinates the opening and closing of traffic lanes (DMB)
- Monitors closed-circuit television surveillance cameras at the DMB/CMLF for suspicious activity
- Provides the highest level of customer service and professionalism to all internal and external customers

## **II. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Must possess a variety of basic clerical and administrative skills in order to perform their job duties
- Ability to enter accurate and clear information into logs; compose directed messages write concise, clear and legible memos to co-workers
- Ability to read and understand information displayed on computer screens, information received from DELJIS (DMB) OR CJIS (CMLF) and NCIC, training material and instructional manuals
- Ability to verbally communicate in a clear, professional and courteous manner with police personnel and the public providing information when called upon from available resources
- Ability to react well under stress and remains professional when dealing with conflict
- Ability to provide training to new dispatchers, when called upon
- Ability to provide superior customer service

## **IV. REQUIRED EDUCATION AND EXPERIENCE**

- High School diploma or equivalent
- Eighteen (18) years of age or older
- Experience as a Dispatcher

## **V. LICENSES, REGISTRATIONS, AND/OR CERTIFICATES**

- DELJIS (DMB) or CJIS (CMLF) certified within 90 days

## **VI. ADDITIONAL REQUIREMENTS**

- Subject to a background check
- Subject to a pre-employment physical examination and drug test
- Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution or enroll in the payroll card program to receive their bi-weekly
- This position works rotating shifts and must adapt to irregular working conditions
- This position is eligible for shift differential pay

**If you are interested in applying for this position please complete the on-line application at [www.drba.net](http://www.drba.net). In addition, you also have the option of attaching a resume to the completed application.**

**The Delaware River and Bay Authority is an Equal Opportunity Employer**