TOWN OF TEWKSBURY

TOWN HALL
1009 MAIN ST
TEWKSBURY, MASSACHUSETTS 01876-2796

HUMAN RESOURCE DEPARTMENT

(978) 640-4488
FAX (978) 640-4302

JOB POSTING

POSITION AVAILABLE: Full Time Dispatcher (Police Department)

QUALIFICATIONS: Must have a high school diploma. Excellent written and verbal skills along with above average typing and computer skills a must. Certification in E911, EMD, CPR and First Responder is desired but will train the right candidate.

Specific job qualifications are listed in the job description attached.

HOURS: 40 hours a week (Sunday-Saturday 4 days on 2 days off shifts)

SALARY: $34,499 – 47,734

BENEFITS: Paid sick leave, vacation; contributory health dental and life insurance.

POSTING DATES: From: October 14, 2015
To: Until Filled

TYPE OF POSTING: Union & Open

Applications may be obtained online at www.tewksbury-ma.gov or at the Human Resource office at the temporary Town Hall located at 464 Main Street.

The Town of Tewksbury is an affirmative action equal opportunity employer.

This is an AFSCME Local 833 position Group 5

DISPATCHER
(40 HOURS PER WEEK)

SUMMARY

The Dispatcher is responsible for effectively receiving, recording and processing all calls for police attention and service. The Dispatcher is responsible for ensuring that all necessary information is accurately obtained and communicated to the field so that they can respond promptly and efficiently to all calls for emergency service.

Subject to departmental policies and procedures, the Dispatcher has the primary responsibility for the initial deployment of police/fire/medical personnel and equipment.

All emergency personnel shall promptly respond to the instructions of the Dispatcher unless otherwise directed by a superior officer.

SUPERVISION RECEIVED

Subject to Officer in Charge.

SUPERVISION EXERCISED

None Noted

QUALIFICATIONS

Candidate must have a high school diploma. Must have CPR and First Aid Card and be 911 certified from Statewide Telecommunications Board; must be able to obtain EMD and LEAPS Certification. Relevant experience in a related law enforcement field or participation in an approved Massachusetts Criminal Justice reserve or intermittent academy may be substituted for entrance requirements.

Essential Requirements

- Must be able to work under moderate noise level.
- Must have good stamina and not tire easily.
- Must be able to sit for long periods of time.
- Must be able to handle excessive stress.
- Must be able to respond to telephone emergencies in a calm and civil manner demonstrating good interpersonal skills.
- Must be able to communicate in a clear and precise manner.
- Must have excellent written and verbal skills along with above average typing and computer skills
- Must have good vision to be able to read maps, radio procedures and regulations pertaining thereof.
- Must be able to maintain equipment in good working order.

DISPATCHER
(40 HOURS PER WEEK)

- Must be able to maintain accurate records.

GENERAL DUTIES AND RESPONSIBILITIES

It is the duty and responsibility of the Dispatcher to:

1. Receive calls for emergency service from the public and promptly dispatch sufficient emergency personnel and equipment to the scene.

2. Ensure that all messages transmitted over the radio communications system are direct and concise and that they conform with all departmental radio procedures and the Rules and Regulations of the Federal Communications Commissions.

3. Answer all telephone calls promptly, and respond by stating "911 What's your emergency", on all 911 calls and "Tewksbury Fire and Police" on all other calls.

4. Report any deployment of personnel beyond their regularly assigned sectors to the Officer in Charge and obtain his or her approval.

5. Inform the Officer in Charge whenever an emergency vehicle is out of service.

6. Announce periodically the call letters of the department as issued by the Federal Communications Commission and the time of transmission.

7. Be thoroughly familiar with the department's procedures relating to use of radio and other communications equipment.

8. Acquire a thorough knowledge of the location and layout of streets, buildings, parks and other significant areas of the town so as to maximize the accuracy and speed of dispatches.

9, Respond to all complaints received in a calm civil manner.

10. Be familiar with emergency procedures that relate to matters requiring urgent police/fire/medical attention so as to be capable of activating them immediately.

11. Keep personnel who have been dispatched on calls fully informed of all facts affecting the safety or efficiency of their response to the call.

12. Inform the Officer in Charge when contact with dispatched personnel cannot be made after a reasonable amount of time.

13. Maintain equipment, especially the emergency call lines, in working order and immediately report any malfunction or defect to the Officer in Charge.

DISPATCHER
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14. Comply with all the provisions of the department records system, which are pertinent and relevant to the duties of a dispatcher.

15. Taking phone and other police/fire/medical related type messages for personnel not on duty and forwarding them to the appropriate personnel.

16. Make all entries pertinent to incident information into the department information system as required.

17. Assisting the Officer in Charge with police activities as requested.

18. Familiarize themselves with incidents that have occurred on previous shifts which impact future dispatches.

19. Monitor prisoners.

20. Receive and assist the public upon request for service at the dispatcher counter.

21. Familiarity with answering telephones and using radio.

22. Experience dealing with the public and demonstrating good interpersonal skills.

23. Familiarity with police and fire work and an interest in police/fire/medical dispatching work.

24. Ability to be trained to be a first responder and perform suicide prevention activities.

25. Perform such other duties as directed by the Chief, Deputy Chief or his/her commanding officer.

26. Maintain currency as a certified E911 dispatcher.

THE ABOVE EXAMPLES OF DUTIES ARE NOT ALL INCLUSIVE BUT A GENERALIZATION OF THE DUTIES AND RESPONSIBILITIES RELATED TO THE POLICE DEPARTMENT.