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: Reserve Dispatcher (Multiple Positions) (Police Department)

QUALIFICATIONS: Must have a high school diploma. Prior experience as a dispatcher is a plus but not required.

Specific job qualifications are listed in the job description attached.

HOURS: On an as needed basis with most shifts occurring between 12:00am-8:00am

SALARY RANGE: Hourly $16.74

BENEFITS: None

POSTING DATES: From: October 20, 2016
To: Until filled

TYPE OF POSTING: Open

Applications may be obtained online at www.tewksbury-ma.gov or in the Human Resources Dept at the Town Hall located at 1009 Main Street.

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

POLICE/FIRE/EMS PUBLIC SAFETY DISPATCHER **TEWKSBURY, MA**

Position Purpose:

Performs highly responsible administrative, clerical and dispatching functions for the Police and Fire Departments. Performs all other related work as required.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Receives and records telephone calls and requests for service or information; maintains active computer entries regarding documented complaints; receives and transmits radio communications and dispatches safety, service and other appropriate personnel; coordinates back-up support activities via radio.
- Obtains all necessary information from the callers who are making complaints or reporting crimes.
- Transfers all calls for personnel, or others, who are in-house.
- Takes and relates messages for individuals when appropriate.
- Dispatches police, fire and rescue services to calls as may be required.
- Conducts all radio transmissions according to the rules of the Federal Communications Commission and the established procedures of the departments; dispatches all necessary personnel and equipment according to the nature and severity of the incident.
- Maintains constant and diligent monitoring of the systems and immediately responds to all requests for assistance or service from field units.
- Operates the central dispatch computer; responsible for the entry and retrieval capabilities of the computer and the method of operation for each; provides daily log printouts at the end of each shift and maintains an up-to-date log during the course of a shift.
- Assists field units and staff by providing any requested information that is retrievable from the computer; follows all regulations according to C.O.R.I (Criminal Offense Record Information).
- Establishes priorities for calls for service, and dispatches the appropriate number and type of services to address the need.
- Answers inquiries from, and provides information to the public concerning such things as directions, special events, municipal services, etc.; directs the public to appropriate sources of information and appropriate personnel.
- Maintains police and fire incident reporting on computer aided dispatching systems.
- Maintains all departmental logs and records related to dispatching for police and fire.
- Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

High School diploma or equivalent; one year of experience in a general clerical/customer service position involving working with the public; or any equivalent combination of education and experience. Certification or ability to become certified as a Massachusetts Public Safety Dispatcher (LEAPS); certification from APCO as a Basic Telecommunicator preferred. Candidate to become certified in enhanced 911 systems through the Commonwealth of Massachusetts and in TTY hearing impaired equipment. Must pass a Massachusetts Board of Probation record check.

Knowledge, Ability and Skill:

Knowledge: Working knowledge of the layout of the Town. Familiarity with related rules, regulations orders, policies and procedures. Knowledge of information dissemination related to criminal offenders and public record. Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures. Basic understanding of the police and fire departments operations and familiarity with the Towns laws and bylaws. Basic understanding of the incident command system.

Ability: Ability to learn communication systems' techniques. Ability to handle emergency situations calmly, promptly and efficiently while under stress. Ability to think clearly in a crises situation and handle occasional high levels of stress. Ability to elicit needed information from a caller who may be a child, injured or incapacitated person. Ability to read, write and speak clearly and give clear directions over the phone and radio. Ability to handle the equipment and machinery required for the job including data entry and retrieval on computer and teletype equipment. Ability to maintain multiple file systems. Ability to attend to a number of details occurring simultaneously and do so with accuracy.

Skill: Skill in typing, computers and record-keeping. Skill in the operation of the listed equipment above. Excellent customer service skills.

Physical Requirements:

(The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Ability to operate a keyboard and sit at the computer and dispatching equipment for long periods of time. Ability to operate dispatching equipment and all other related emergency equipment at efficient speed. While performing the duties of this job, the employee is constantly required to sit, talk and hear. The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls, and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Supervision:

Supervision Scope: Performs a variety of responsible dispatching and clerical functions in accordance with established standard operating procedures.

Supervision Received: Work is performed under the general supervision of the Dispatch Supervisor or Lieutenant.

Supervision Given: None.

Job Environment:

- Work is performed under typical office conditions; occasionally stressful; the noise level is moderate.
- Operates computer, telephone, facsimile machine, copier, typewriter and other standard office equipment as well as all dispatching equipment and radio system.
- Employee has frequent contact with the general public, Town departments and officials. Contacts are in person, by telephone, and by email and involve an information exchange dialogue.
- Has access to a lot of department-related confidential information, details of calls for service.
- Errors could result in loss and damage to life and property; legal and/or financial repercussions for the town.

(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)