

SEEKONK | Massachusetts

Emergency Telecommunications Dispatcher

Job Posting

The Town of Seekonk seeks qualified applicants to serve as Emergency Telecommunications Dispatcher. This is a full-time, 40 hours per week, benefit eligible position. The Emergency Telecommunications Dispatcher will work under the administrative direction of the Communications Director. Minimum requirements: Must be a high school graduate, Associate degree preferred. Not less than four (4) years of administrative support experience or one (1) year of public safety dispatch experience; or any equivalent combination of education, training, and experience. Salary is based on a four (4) step table. Step 0 is \$21.61 per hour and Step 3 is \$26.60 per hour. The Town of Seekonk requires a physical exam with drug screen, psychological evaluation, and CORI check post-offer. A complete job description is attached and an employment application can be obtained at <https://www.seekonk-ma.gov/administration/pages/employment-opportunities>

This position is a member of the Communications and Clerical unit. The collective bargaining agreement can be located at <https://www.seekonk-ma.gov/administration/human-resources/pages/collective-bargaining-agreements>

Qualified individuals should send a completed application to the Town Administrator's office, 100 Peck Street, Seekonk, MA 02771 hrstaff@seekonk-ma.gov the position is open until filled. EOE/AA

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JOB DESCRIPTION

Job Title:	Emergency Telecommunications Dispatcher	Department:	Public Safety Communications
Supervisor:	Communications Director	Status:	Union
Salary:	Step 0 \$21.61 per hour	Union:	Seekonk Communications and Clerical Union
FLSA:	Non-Exempt	Hours/Week:	40

The salary is based on a four (4) step table. Step 0 is \$21.61 per hour and Step 3 is \$26.60 per hour.

POSITION OVERVIEW: The Emergency Telecommunications Dispatcher (ETD) is essential in providing public safety communications for fire, police, and utility services responding to emergency situations to assist citizens in need. The ETD receives, reviews and transmits emergency and law enforcement related communications by operating a multi-band sophisticated radio broadcast system, teleprocessing system, cellular emergency 911 telephone network and a worldwide police telecommunications system under the rules and regulations of the Federal Communications Commission to disseminate information on crimes and emergencies.

SUMMARY: The following description is a general summary of responsibilities with some specific duties. It is not a total delineation of all duties nor does it limit the responsibilities to those stipulated. This position functions as a part of the overall public safety team to ensure effective and efficient public safety operations.

The Emergency Telecommunications Dispatcher monitors radio frequencies, sets priorities among incoming events and dispatches police, fire, or medical personnel to necessary locations using both radios and computers. They keep accurate status of exact location of equipment and personnel by maintaining radio contact. Answer complaints and transmits broadcast orders to coordinate the dispatching of law enforcement, medical and fire emergency personnel. All Emergency Telecommunications Dispatchers also serve as 911 Telecommunicators as needed.

The positions requires the individual to think quickly, calmly, and clearly in emergency situations and apply judgement, discretion, and initiative in accomplishing work. The Emergency Telecommunications Dispatcher uses initiative in carrying out repetitive assignments independently with specific instruction. The position entails the performance of complex tasks of varying degrees of difficulty. The normal work week for Emergency Telecommunications Dispatchers will consist of four (4) eight (8) hour days on duty and two (2) days off.

SUPERVISION: Works under the policy direction of the Board of Selectmen through the Town Administrator and Communications Director, while applying a degree of independent judgment and initiative. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions or policy; the employee is then expected to seek advice and further instructions. Reviews and checks of the employee's work are applied to an extent sufficient to keep the supervisor aware of progress, and to insure that completed work and methods used are technically accurate and that instructions are being followed.

JOB ENVIRONMENT: The Communications Center is staffed 24 hours a day, 365 days a year, and requires minimum staffing levels. All Emergency Telecommunications Dispatchers work a rotating schedule of days, nights and overnights which includes weekends and holidays. In addition, because of the nature of the position within public safety, there are instances where forced shift overtime is mandatory to meet a minimum staffing level, fill a sick call or due to high peak work periods. Long periods of minimal activity followed by sustained periods of intense activity or multiple events at once. Frequently required to perform repetitive tasks while maintaining flexibility to appropriately adjust to the needs of each situation. Extensive use of computers, keyboards, radios, office equipment, and similar specialized technical and electronic equipment commonly found in communication centers. Work is conducted in the Communications Center and involves sitting for extended periods of time, some walking, and standing. May be subject to extended work periods without relief.

ESSENTIAL FUNCTIONS: The essential functions or duties listed below are intended only as illustrations of the

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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.

- Receive emergency and law enforcement related communications from the public via various communication devices, including emergency cellular 911 and enhanced 911 network; provides assistance as needed.
- Greet and assist members of the general public coming into the Towns Public Safety Complex.
- Operate multiline telephone system.
- Operate, monitor and utilization of approximately 100 camera CCTV system.
- Monitor and maintain situational awareness of persons in Police custody via CCTV system.
- Provides information via communications systems to coordinate the activities of law enforcement personnel who are engaged in major law enforcement actions such as high-speed chases, surveillance, searches, restraining orders, search warrants, etc.
- Utilizes numerous federal, state, municipal law enforcement and emergency communications systems for the purpose of receiving, evaluating and forwarding information to other federal, state, and municipal law enforcement and emergency agencies.
- Quickly and accurately obtain detailed and incident specific information from callers.
- Receive, prioritize and appropriately respond to routine business and emergency calls for service.
- Provide detailed documentation of Police/Fire/EMS response to incidents.
- Responds to request from other agencies relative to missing or wanted individuals, criminal histories, stolen property, sensitive intelligence, stolen property, etc.
- Dispense information to police officers, firefighters, emergency medical technicians, and paramedics in a clear tone of voice.
- Give medical instructions over the phone to callers while responders are on the way.
- Ability to study a map and give directions accordingly.
- Responds to requests for information via telephone, from other agencies, the news media and the general public to provide both law enforcement-oriented, emergency, and general information.
- Receive and transmit radio communications from Police/Fire/EMS personnel.
- Prioritize and appropriately dispatch Police/Fire/EMS units to simultaneous emergencies.
- Effectively manage and coordinate mutual aid responses to emergency incidents from multiple agencies.
- Simultaneously monitor and maintain situational awareness of multiple public safety radio systems.
- Monitor and maintain Fire Alarm system receiving equipment.
- Coordinate multiagency responses to large scale emergency incidents.
- Receive and transmit alarms of fire, either by fire alarm transmitters or telephone.
- Operate the Zetron system connected with all commercial fire alarm systems within the Town.
- Determines the availability of mutual aid.
- Must be able to work up to 16 consecutive hours.
- Must be able to work all shifts including nights, weekends and holidays
- Maintain confidentiality of National Criminal Justice Information System (NCJIS).
- Sees that all dispatching is performed in accordance with call taking and radio procedures.
- Complete various other job duties as assigned by the Communications Director.

QUALIFICATIONS: *Education and Experience*

Must be a high school graduate, Associate degree preferred. Not less than four (4) years of administrative support experience or one (1) year of public safety dispatch experience; or any equivalent combination of education, training, and experience.

Preferred Qualifications

Candidate must be able to demonstrate possession of the required knowledge skills and abilities to perform this work.

Knowledge, Ability and Skill

Knowledge: General knowledge of emergency services and its operations. Knowledge of Seekonk's policies, procedures, and bylaws. Knowledge of office equipment and the operation of computer software applications,

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particularly word processing, spreadsheet, database, email and internet. Detailed knowledge of the Town of Seekonk with demonstrated knowledge of Seekonk streets and locations.

Ability: Ability to handle difficult interpersonal interactions and complaints with tact and diplomacy. Manage and accomplish multiple priorities and diverse responsibilities with a high level of accuracy. Ability to actively listen to callers on the telephone and first responders on the radio. Ability to learn how to use various 9-1-1 equipment such as telephones, computers, radios, and various software applications. Must have the ability to type 40 to 60 words per minute, with minimal errors.

Skill: Excellent customer service and interpersonal skills to work in a team environment. Excellent communication skills, in person, by phone, and electronically. Execute multiple tasks involving keyboarding, telephones, writing, speaking, and listening. Skills in operating computers and utilizing appropriate software applications to include computer aided dispatch, state 911 system, and Microsoft office. Excellent prioritization skills. Understand, respond to, and apply complex concepts, information, and instructions including policies, procedures, laws, and regulations. Engage in frequent interpersonal interactions that are stressful or sensitive in nature.

PHYSICAL REQUIREMENTS: Hear, understand and respond to verbal information in person, by phone, and by radio, including difficult to understand callers, and over background noise. Speak clearly and concisely. Work long shifts, up to 16 hours, while sitting for extended periods of time with light physical effort. May spend sustained periods on a computer, telephone, or operate other office equipment. When there is limited opportunity for physical movement the PSD must remain alert and responsive while observing computer display screens for uninterrupted periods of time. Perform multiple tasks requiring manual dexterity at the same time. Regular interaction with the public, other Town employees, and members of public safety. Occasionally required to move, push or pull items weighing up to 30 pounds.

REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS: Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.

- Emergency Medical Dispatch (EMD) certification within six (6) months of date of employment.
- State 911 NG911 Operator certification within six (6) months of date of employment.
- NCJIS/NCIC certification within six (6) months of date of employment.
- APCO Public Safety Telecommunicator I (PST1) within six (6) months of date of employment.

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.

The successful candidate will have demonstrated experience in the skills necessary to successfully be a key member of the Town and to work in conjunction with all public safety personnel.

The Town of Seekonk is an Equal Opportunity/Affirmative Action Employer