

Position Available

Town of Sudbury Civilian Public Safety Dispatcher

The Sudbury Police Department is seeking applications for the position of full-time police dispatcher who are highly motivated with a positive attitude. Current salary range is from \$20.21 to \$26.58 per hour with shifts being 8 hour shifts, with night shift differential applied to 4-12 and 12-8 shifts. There are benefits to include paid holidays, vacation, and sick time. Any further inquiries can be made to Lieutenant Grady at (978) 443-1042.

Resumes and a cover letter should be submitted no later than August 1, 2014 to:

Chief Scott Nix
415 Boston Post Road
Sudbury, MA 01776

See below for complete job description.

CIVILIAN PUBLIC SAFETY DISPATCHER

Position Purpose:

The purpose of this position is to perform administrative and technical work in receiving and dispatching routine and emergency calls and information; keeping official records; and assisting in the administration of the standard operating procedures of the Public Safety Dispatch Center providing service for police, fire and emergency medical services; performs all other related work as required.

Supervision:

Scope and Judgment: Performs a variety of responsible dispatching functions in accordance with established standard operating procedures; uses independent judgment and initiative to determine the correct response to calls and situations not clearly defined by precedent or established procedures.

Supervision Received: Establishing policies and procedures to ensure safe and efficient Public Safety Dispatch operations will be accomplished under the direction of the Police and Fire Chief. Direct supervision of Public Safety Dispatchers shall be under the authority of the Police Chief. Public Safety Dispatchers shall abide by the rules and regulations of the Sudbury Police Department. May require direction in complex situations from fire or emergency medical personnel. Work is reviewed for the quality of service provided to the public through the examination of records and recordings.

Job Environment:

Work is performed under typical Public Safety dispatching operations; the noise level is moderate at times. The nature of dispatching work involves a high level of stress and emotional strain. Shift may consist of evenings, weekends and holidays.

Operates standard dispatching equipment, tape recorder, two-way radios, 911-phone, video monitors, receivers, fire alarm, in-house microphone, telephones, digital recorder, various computers, facsimile machine, copier, typewriter, and other standard office equipment.

Makes constant contacts with the general public, other town departments and officials. Communication is by means of telephone, radio, personal discussion, and correspondence (reports).

Has access to some department-related confidential information.

Errors could seriously endanger persons life and property, cause significant confusion and delay of services, have legal and/or financial repercussions, and result in adverse public relations.

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.)

Monitors telephones and radio in the Public Safety Dispatch center, answers all incoming calls on recorded lines in a courteous and businesslike manner, ascertains nature of call, gathers all necessary information to transmit or relay. Answers all Town E-911 calls and transfers to appropriate agency.

Dispatches police, fire and emergency medical response vehicles for emergency responses; broadcasts nature, location and time of incident; contacts all required personnel; relays information as required.

Transmits fire alarm boxes and radio messages as required and as according to "Manual for Fire Alarm Operators" and notifies officer in charge and Police Department as to nature of emergency and details. Stands by for incoming calls from stations and apparatus, relays information as to extent of progress. Stands by for further calls and transmits and/or receives and coordinates emergency information and efforts in time of fire, power loss, accident, floods, and other emergencies between fire, EMS, police, public works, and utility companies.

Operates radios as needed and assists in radio communications; operates office equipment as needed.

Monitors other radios, such as other local departments, and the regional to keep officials apprised of situations as they occur; log all information reported into the computer.

Monitors and responds to radio requests and emergencies from other agencies via radio network. Responds to teletype requests from outside agencies; coordinates multiple department responses to emergency situations.

Classifies incoming calls as to urgency and determines course of action. Advises emergency callers of immediate actions to be taken. Determines the proper apparatus response; assigns and notifies fire, paramedic, utilities, and outside agencies. Disseminates received information to appropriate departments in a timely manner. Ensures that all responding personnel are informed of all pertinent information.

Answers non-emergency calls to Public Safety Departments. Answers questions, provides information, takes messages, and forwards call. Greets the public entering the Police Station and answers general questions, provides directions, supplies paperwork, etc.

Monitors the Fire Department's in house alarm systems; keeps accurate information; dispatches units when necessary; notifies personnel when alarms are out of service.

On a day-to-day basis, advises citizens, public safety personnel, and outside agencies of hazardous conditions within the town (e.g. street closings, repairs, detours, and special events).

Types and maintains logs on radio and telephone communications, location of personnel and equipment; in the event of an emergency situation, maintains on-going contact with the responding personnel and keeps them informed of all pertinent information; keeps track of various information such as traffic lights out and streets closed and keeps emergency personnel informed.

Types and maintains logs for all public safety calls, completes required reports and forms. Enters a variety of information into computer system including arrests, towing, operating under the influence, restraining orders, certified copies, etc. Logs the service status of all alarms, auxiliary systems and master boxes.

Coordinates response routes with other municipal Fire/EMS Departments as necessary. Coordinates Haz-Mat responses with state agencies and surrounding Fire Departments as necessary. Notifies and coordinates with State Police as necessary. Determines the need for and coordinates with Paramedic Services. Notifies Emergency Medical Helicopters when needed.

Maintains dispatch center work area and equipment in clean and working condition.

Monitors and checks prisoners while in lock-up. Female Dispatchers may search female prisoners when requested. Monitors Police station's security system.

May serve as LEAPS Coordinator/Representative for the Police Department.

Maintains and updates Fire Department records, procedures, and policies. Maintains a variety of records/reports including roster, incidents, street closings, fire alarm boxes, hydrants in/out of service, alarm malfunctions, sprinkler and fire alarm tests.

Enters and retrieves a variety of data and extract, required data from computer and other information systems, maintains reports and records as required or requested, per departmental standards.

Inputs data to standard office and department forms, both manual and automated; makes simple postings to various reports; compiles and tabulates data.

Maintains thorough knowledge of the streets and neighborhoods of Sudbury.

Checks all communications equipment at specified times, including alarm board, radios, mutual aid circuits and alarm panel and other related equipment to assure that it is in working order.

Reports and records all movements of Fire Department vehicles and apparatus whether responding to, standing by or returning from emergency calls.

Must know and follow set procedures in event of testing private and sprinkler alarm systems.

Proficiency and accuracy required as to street locations and numbers and assigning apparatus to cover calls as per running card system and Department orders.

Keeps abreast of state and local public safety laws, dispatching guidelines, directives, announcements, and special orders.

May be required to perform clerical duties as time permits. Assists with the training of new employees.

Performs similar or related work as required.

Recommended Minimum Qualifications:

Education, Training and Experience:

High school education with increasingly responsible related experience and familiarity with general office practices such as typing, filing, accounting/bookkeeping; knowledge of computer and electronic data processing preferred; one year of previous experience in dispatching for fire services and EMS services is highly desired; or any equivalent combination of education and experience.

Special Requirements:

Completion of Emergency Medical Dispatch course and Fire Dispatch course;

Certification in CPR;

Possession of LEAPS/NCIC Certification;

Certification in E911;

Possession of an Emergency Medical Dispatch Certificate;

Knowledge, Ability and Skill:

Knowledge: Working knowledge of the rules, regulations, orders, policies and procedures relating to dispatching operations. General knowledge of apparatus assignments for fire, medical, and rescue calls. Working knowledge of Police and Fire Department terminology and equipment. General knowledge of computers and electronic data processing. Knowledge of communication systems including E911, TTY, radios, municipal FD systems, LEAPS.

Ability: Ability to handle emergency situations calmly, promptly and efficiently, while under a high level of stress and emotional strain. Ability to attend to a number of details occurring simultaneously and prioritize tasks. Ability to make decisions regarding the safety of the public and personnel responding. Ability to transmit the information from a caller out to emergency personnel with understanding of the situation. Ability to elicit needed information from a caller who may be a child, elderly, injured, or incapacitated. Ability to speak clearly and give clear directions over the radio and phone. Ability to maintain highly confidential information. Ability to think clearly and act appropriately in crises situations and handle occasional high levels of stress. Ability to read, write, and speak clearly and provide clear directions over a radio or telephone.

Skill: Skill in typing, using computer technology, and record-keeping. Skill in the operation of the above-listed tools and equipment. Excellent customer service skills. Skill in multi-tasking.

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.

While performing the duties of this job, the employee is regularly required to sit, talk, and hear for extended periods of time. Frequently required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. Operates a keyboard at an efficient speed. Requires fully correctable close vision and depth perception. On occasion required to lift or move up to thirty (30) pounds in weight.

(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.)

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Public Safety Dispatcher
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