



Job Title	Public Safety Dispatcher
Department	Police
Employment Status	Full-Time
Exempt/Nonexempt Status	Non-Exempt

Scope of Work

This position receives all oral and electronic communications from the public and public safety personnel coming into the station, documents the information, and deploys law enforcement and or Fire Department personnel and equipment as appropriate.

Supervision

Received	Public Safety Dispatch Supervisor
Exercised	None.

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function to satisfaction.

- Report any deployment of public safety personnel beyond their regularly assigned routes or sectors to the designated supervisor.
- Announce the call letters of the Department as issued by the Federal Communications Commission (KZR401).
- Answer all telephone calls promptly and respond using appropriate statement (followed by title and surname), "this call is being recorded." On Enhanced 9-1-1 lines the phone will be answered by saying "9-1-1, what is your emergency?"
- Ensure accuracy and speed of dispatches through knowledge of the location and lay-out of streets, buildings, parks, housing developments and other significant areas of the community.
- Immediately activate emergency procedures for matters requiring urgent attention.
- Keep personnel who have been dispatched on calls fully informed of all facts affecting the safety or efficiency of their response to the call.
- Inform the designated supervisor when contact with an employee cannot be made after a reasonable amount of time.
- Maintain equipment, especially the emergency call lines, in working order and immediately report any malfunction or defect to the designated supervisor.
- Record all significant communications as required by current departmental procedures.

Other Job Functions

- Perform related duties as assigned.

Requirements of Work

High school, plus elementary technical training acquired on the job or through one year or less of technical or business school, and one to three (1 – 3) years of experience relevant to the position.

Knowledge, Ability, and Skill

In addition to the requirements of work, the individual should also have the following knowledge, ability, and skill:

Knowledge of	• Knowledge of departmental procedures for the use of radio, dispatching and other communication equipment. • Knowledge of street locations.
Ability to	• Ability to multi-task. • Ability to remain calm under pressure. • Respond to all complaints received in a calm, civil manner. • Ability to effectively interact with the public.
Skill in	• Demonstrated skill in communication, both verbal and written. • Interpersonal and customer service skills. • Basic keyboarding/computer/CAD skills.

Necessary Special Requirements

- CPR Certification
- First responder certification
- MA state 911 certification

Physical Demands

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.

- Console/communication desk environment, subject to continuous telephone and radio calls, interruptions, and high noise level.
- Close eye-hand coordination and finger dexterity required to operate equipment.
- Confined to console/desk area.
- Urgent, emergency calls, emotional callers and short response deadlines produce recurring intervals of high stress.

Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer