



Job Title	Public Safety Dispatcher
Department	Fire Department
Employment Status	Full-time
FLSA Status	Non-exempt
Classification	GF07

Scope of Work

Under the general supervision of the Public Safety Dispatcher Supervisor, the Public Safety Dispatcher is responsible for receiving all oral and electronic communications from the public and public safety personnel coming into the station, and the initial deployment of law enforcement and or Fire Department personnel and equipment. Sound decision making capability is necessary in transmitting requests for service to the appropriate location.

Supervision

Received	Public Safety Dispatcher 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)
- Be thoroughly familiar with departmental procedures relating to the use of radio and other communication equipment
- Acquire a thorough knowledge of the location and lay-out of streets, buildings, parks, housing developments and other significant areas of the community so as to maximize the accuracy and speed of dispatches
- Respond to all complaints received in a calm, civil manner
- Remain familiar with emergency procedures that relate to matters requiring urgent attention so as to be capable of activating them immediately
- Keep personnel who have been dispatched on calls fully informed of all facts affecting the safety or efficiency of their response to the call

- Answer all telephone calls promptly and respond using the 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?”

Other Job Functions

- Performs related duties as assigned.
- Follow safe work practices.

Requirements of Work

To be considered for the position, applicants must have at least:

- Knowledge of public safety and dispatching procedures
- Interpersonal relation skills
- Familiarity with street locations
- Keyboarding/CAD skills
- General computer skills

The following requirements may be substituted by any equivalent combination of education, training and experience which provides the necessary knowledge, skills, and abilities required to perform the job:

- High school, plus elementary technical training, acquired on the job or through one year or less of technical or business school.
- Between one year and three years’ experience.

Knowledge, Ability, and Skill

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

Knowledge of	<ul style="list-style-type: none"> • Knowledge of departmental procedures for the use of radio, dispatching and other communication equipment. • Knowledge of street locations.
Ability to	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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