



37.5 Hrs.	E-911 Public Safety Dispatcher		Job Description
<b>Direct Report</b>	Head Safety Dispatcher	Grade	Dispatchers Union
<b>Department</b>	Police Department	FLSA	Non-Exempt
<b>Division</b>	Public Safety	Bargaining Unit	Mass COP Local 191A
<b>Date</b>	December 2015	Location	Police Station

### Summary

Civilian Dispatchers are responsible for providing the public with the quickest most efficient response possible to requests for police, fire and medical services. This position is responsible for providing aid and support to the Officers, Firefighters, EMT's and Paramedics, to both outside agencies and within the departments to ensure messages are accurate, clear, concise and timely.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Answer all incoming calls on the police/fire E-911 emergency lines.
2. Classify and triage calls; advise emergency callers of immediate actions to be taken; determine the proper apparatus response; assign and notify fire, paramedic, utilities, police, and outside agencies as necessary.
3. Dispatch necessary personnel and equipment according to the nature and severity of the call for service.
4. Maintain constant and diligent monitoring of the E-911 system and immediately respond to requests for assistance.
5. Disseminate received information to appropriate department in a timely manner ensuring all responding personnel are informed of pertinent information.
6. Maintain accurate and uniform documentation procedures for all dispatched activities.
7. Provide appropriate monitoring of alarm systems, radio transmissions, computer operations, and maintenance of certain records.
8. Answer non-emergency calls to Public Safety Departments, providing general assistance and information to members of the public, and forward appropriate calls to other public safety personnel.
9. Maintain accurate logs for public safety calls, communications and walk-ins, complete required forms and reports.
10. Maintain dispatch center work area and equipment to insure a clean, working condition and notifies Officer-in-Charge or other appropriate department staff of any malfunction equipment.
11. Acquire the knowledge of locations and layout of streets, buildings, parks, building complexes and other significant areas of the Town so as to maximize the accuracy and speed of dispatches.
12. Complete data entry and alert notifications for all missing persons, stolen vehicles, etc.
13. Greet and provide services to visitors entering the police station lobby.

### Peripheral Duties

1. Serves on employee committees as required.

### Supervisory Responsibility

1. This position has no supervisory responsibility.

### Competencies

Personal Effectiveness/Accuracy	Credibility / Confidentiality	Thoroughness
Collaborative Skills	Communication Proficiency	Flexibility
Problem Solving	Multitasking	Computer Efficiencies
Tolerance	Discovery	Customer/Client Focus

### Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, fax machines and utilizes the typical office storage equipment such as file cabinets, shelving, desks, E-911 dispatch system, etc. This position is considered fast paced requiring accuracy in the delivery of information during high stress situations.

**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.

This is largely a sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary.

While performing the duties of this job, the employee is regularly required to talk, hear, see, stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

**Work Hours**

This is a full time position with typical 37.5 hours per week with some rotation of shifts. Hours may vary based on staffing and department needs. This position is located in a Police Department with 24 hours, 7 days staffing needs. This may require shifts involving overnight, evenings, weekend and holiday shifts.

**Minimum Qualifications**

1. High School graduate or Graduate Equivalent; some college preferred in public administration, communications, criminal justice, political science, business management or closely related field, and
2. Two (2) years of related experience or
3. Any equivalent combination of education and progressively responsible experience, with additional work experience substituting for the required education on a year for year basis.
4. Obtain and maintain State and local certifications in Emergency Dispatch.

**Additional Knowledge, Skills and Abilities:**

1. Working knowledge of the principle practices of public safety, records management, E-911 systems, Microsystems, E-Med Dispatch;
2. Ability to establish and maintain professional working relationships with staff, supervisors and deliver a high level of customer service to members of the general public;
3. Ability to obtain certifications in; CPR, Emergency Medical Dispatch, E-911
4. Ability to maintain confidentiality, communicate effectively, multi-task and prioritize.
5. Ability to pass required background check and pre-employment screening.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice as needed by the Town of Reading within the scope of departmental needs.

**Special Considerations**

This position requires State certifications and graduation from the Massachusetts 911 Academy which must be completed or obtained within 6 months of hire.

**Signatures**

This job description has been approved by all levels of management:

Town Manager: \_\_\_\_\_ HR: \_\_\_\_\_

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Employee: \_\_\_\_\_ Date: \_\_\_\_\_