

37.5 Hrs.	E-911 Public Safety Dispatcher		Job Description
Direct Report	Head Safety Dispatcher	Grade	Dispatchers Union
Department	Police Department	FLSA	Non-Exempt
Division	Public Safety	Bargaining Unit	Mass COP Local 191A
Date	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.

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.

Applicant should be able to meet the requirements of the position as outlined in the attached Position Descriptions for Public Safety Dispatcher. Applicant should state education, training and experience which he/she feels has provided him/her with the required knowledge, skills and abilities to perform the duties of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Applications will be accepted in the Human Resources Office, 16 Lowell Street, Reading, MA 01867 and online at www.readingma.gov until filled.

A full Job Description is available upon request
Judith Perkins
Human Resources Director
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