



Business (978) 422-7331
Facsimile (978) 422-0222

Sterling Police Department
135 Leominster Road
Sterling, Massachusetts 01564

Public Safety Dispatcher

The Sterling Police Department is committed to serving and protecting the residents of our community. We uphold the highest standards of professionalism, integrity, and dedication to public safety. As an essential part of our team, our dispatchers play a crucial role in ensuring efficient communication and response to emergencies.

We are seeking dedicated and skilled individuals to join our team as a Public Safety Dispatcher. We have a full time position opening April 1st 2024, and a second opening July 1st 2024. The ideal candidate will be responsible for receiving emergency and non-emergency calls, dispatching appropriate personnel, and coordinating emergency responses in a fast-paced environment.

Responsibilities:

- Receive and prioritize emergency and non-emergency calls from the public
- Gather essential information from callers to determine the nature and severity of the situation
- Dispatch police, fire, and medical personnel to emergency scenes as needed
- Maintain clear and concise communication with field units to ensure efficient response and coordination
- Monitor various radio channels and computer systems to stay informed of ongoing incidents and updates
- Provide assistance and support to callers in distress until help arrives
- Document all calls, actions taken, and pertinent information accurately in the dispatch system
- Follow established protocols and procedures to ensure compliance with departmental policies and regulations

Qualifications:

- High school diploma or equivalent
- Prior experience as a public safety dispatcher preferred but not required
- Strong communication skills, both verbal and written
- Ability to remain calm, focused, and decisive under pressure
- Excellent multitasking and problem-solving abilities
- Proficiency in operating computer systems and dispatch software
- Must successfully pass a background investigation, including review of state and FBI records
- Willingness to work rotating shifts, including nights, weekends, and holidays



STERLING POLICE

www.sterlingpd.com DEPARTMENT

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- This position is deemed “essential” and employees must be able to report to work as required regardless of weather or any other adverse conditions. Hold-over overtime and mandatory staffing is possible for this position
- Ability to pass a thorough background investigation and pre-employment screenings

Benefits:

- Starting salary is \$57,670.56, increases to \$59,403.60 July 1st 2024
- Eve/Night shift differential
- Comprehensive health, dental, and vision insurance
- Paid vacation, sick leave, and holidays
- Ongoing training and professional development opportunities
- Access to on-site fitness facility

Application Process: Interested candidates are encouraged to submit a resume and letter of interest outlining their qualifications and relevant experience to Sergeant Craig Pomeroy cpomeroy@sterling-ma.gov. Please include "Public Safety Dispatcher Application" in the subject line. Applications will be accepted until the position is filled.

The Sterling Police Department is an equal opportunity employer and values diversity in the workplace. We encourage individuals from all backgrounds to apply. We thank all applicants for their interest in joining our team, but only those selected for an interview will be contacted