

## Public Safety Communications Dispatcher

### Job Description:

**Summary:** Under general supervision, responsible for receiving and transmitting information by telephone, radio, or other signal systems; relays information to emergency units in the field. Operates two-way radio system, 911 PSAPs, alarm and business telephone lines, and additional telephone lines for Department of Public Works, Municipal Light Department, and Water Department, after hour emergency calls. Keeps records of all actions such as alarms received and transmitted, location and nature of emergency and general services calls. Responsible for light preventative maintenance of equipment located within the Communications Center. Performs other duties as required.

### Supervision:

Works under the direct supervision of the Police Chief, Head Dispatcher, or their designee. Performs a variety of responsible functions in accordance with the established standard operating procedures; uses independent judgment to determine the correct response to call/situations not clearly defined by precedent or established procedures.

### Job Environment

The majority of work is performed under typical office conditions. Work involves standardized tasks, operations and procedures, involving analysis and evaluations.

Errors could result in delays or loss of service, personal injury, loss of life, injuries to other employees, damages to buildings or equipment and legal liability issues to the Town.

### Essential Functions

*The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position, if the work is similar, related or a logical assignment to the position.*

### General Duties and Responsibilities:

Answer all emergency and business telephone lines. Respond to all calls and complaints received in a calm civil manner. Forward all business calls to the appropriate Department personnel. Dispatches all emergency personnel.

Operates dispatching equipment, paging equipment, call logger, fire alarm, two-way radio equipment, police scanner, various computers, facsimile machine, copier, typewriter and other standard office equipment.

Makes constant contacts with the general public. Makes frequent contacts with other town employees, other municipalities, hospitals, utilities, schools, and representatives from other governmental agencies. Contacts are in person and by telephone and involve an information exchange dialogue; in emergency situations, contacts require a sophisticated degree of persuasiveness to influence the behavior of others.

Monitors burglar/fire alarms.

Monitors radio transmissions for Department of Public Works and Municipal Light Department.

Contacts Animal Control Officer when services are required/requested.

Transcribes information into IMC program. Disseminates information to appropriate departments in a timely manner. Ensures that all responding personnel are informed of all pertinent information.

Provides general public with information such as, directions, school closings, appropriate procedures to file paperwork, assisting walk-in general public with any emergencies.

Maintain equipment especially emergency call lines, in working order and immediately report any malfunction or defect to the appropriate agency.

Keep work area clean and orderly.

Monitor station security through electric locking entry system, may be required to monitor prisoners in the holding cell through use of closed circuit television monitors in the absence of booking officer.

Monitor video cameras for police and fire, maintain Dictaphone machine, and monitor Light Department, Public Works and Animal Control Officer lines after hours.

Acquire knowledge of open burning permits according to Mass General Laws, maintain daily logs of open burning permits, cooking permits, agricultural permits, and controlled burns.

Receive incoming paperwork such as accident reports.

Be thoroughly familiar with all Departments procedures and policies relating to the use of the radio and other communication equipment.

Perform a radio test twice daily over the Fire Department frequency. Perform a radio test daily over the Mid-State radio frequency with surrounding communities.

Record all times and any pertinent information pertaining to an incident.

Become thoroughly familiar with the policies and guidelines manual of the Sterling Communications Center.

Monitors newly trained dispatchers specific to their shift.

Required to work outside normal business hours, including weekends, holidays and in emergency situations.

Regular attendance and punctuality at the workplace is required.

#### Recommended Qualifications:

##### Education, Training, and Experience:

High School education or equivalent. A minimum of one year of dispatching experience or any equivalent combination of education and experience.

Special requirements: to be able to pass and maintain a LEAPS/CJIS Certification  
Able to pass and maintain certification in E911.

##### Knowledge, Ability and Skills:

Working knowledge of the rules and regulations, orders, policies and procedures relating to dispatching operations. General knowledge of computers and electronic data processing.

Ability: Ability to handle emergency situations calmly, promptly, and efficiently while under a high level of stress and emotional strain. Ability to attend to a number of details occurring simultaneously and prioritize tasks. Ability to make decisions regarding the safety of the public and responding personnel. Ability to transmit the information from a caller to emergency personnel with understanding of the situation. Ability to elicit needed information from a caller who may be a child, injured or incapacitated. Ability to speak clearly and give clear directions over the radio and phone. Ability to maintain highly confidential information. Ability to think clearly in crisis situations.

Skills:

Skill in typing, using computer technology, and record-keeping. Skill in the operation of the listed equipment, excellent customer service, and public relations skills. Proficiency in the use of radios and other transmitting equipment. Must be able to quickly adapt oneself from a low-key atmosphere to a full emergency high stress situation, or adverse condition, while still performing duties with accuracy. Ability to work independently and accurately with frequent interruptions.