Joseph C. Sullivan, Mayor

Human Resources Department

Karen M. Shanley
Human Resources Director
781-794-8264
kshanley@braintreema.gov

Kathleen G. Holmquest
Benefits Coordinator
781-794-8263
kholmquest@braintreema.gov

Lee Anne Vaillencourt
Human Resources Generalist
781-794-8262
lvaillencourt@braintreema.gov

JOB POSTING

JOB TITLE: Civilian Dispatcher

UNION: A.F.S.C.M.E.

LOCATION: Braintree Police Department

DATE AVAILABLE: ASAP

SALARY: S8 - $38,493.00 - $43,426.50

QUALIFICATIONS:

High School graduate. E 9-1-1 Certification from the Statewide Emergency Telecommunications Board. Healthcare Provider Certification from the American Heart Association. Successfully pass the Dispatcher Selection Test. Prior experience preferred.

RESPONSIBILTIES:

Please see attached job description for complete details.

POSTING DATES: September 2, 2012 – September 8, 2012

Applicants may submit a cover letter and resume to the following address:

Human Resources Department
Town of Braintree
1 JFK Memorial Drive
Braintree, MA 02184

or e-mail it to: kshanley@braintreema.gov

Town of Braintree is an Equal Opportunity Employer

Date Approved: 7/9/10
Grade: S-8
Union: A.F.S.C.M.E.

CIVILIAN DISPATCHER

NATURE OF WORK:

The Civilian Dispatcher receives all oral communications from the public and public safety personnel coming into the Braintree Police Station. By following established policies and procedures, he/she dispatches appropriate personnel and resources when requested for service.

SUPERVISION:

Works under the immediate direction of the Shift Commander. Exercises considerable independent judgment in conjunction with established standard operating procedures; independent judgment is necessary to determine the correct response to calls and to dispatch all necessary personnel and equipment.

JOB ENVIRONMENT:

Work is performed with moderate to loud noise levels; position may involve stressful situations; the employee may be required to work night, weekend or holiday schedules and be on-call. The employee operates a computer, radio, telephone, and other communications equipment. Work requires moderate physical effort.

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. Duties are not necessarily in order of importance or frequency of performance.)

1. Promptly and professionally answer all emergency and non-emergency telephone lines for the Braintree Police Department. Interview callers and dispatch the appropriate emergency personnel as needed.

2. A check of all equipment shall be completed at the start of every shift.

3. Shall monitor all radio frequencies located in the Communications Center and respond when appropriate.

4. Shall monitor any video or audio equipment located in the Communications Center and report information requiring the attention to the Shift Commander, Patrol Supervisor or Station Officer.

5. Answer all telephone calls for assistance from the public and direct them to the appropriate agency or agencies as required.

6. Maintain the highest level of professionalism and the strictest degree of confidentiality for all information received at all times including compliance with Massachusetts General Laws related to Criminal Offender Record Information (CORI).

7. Announce the call numbers for the Police Department as issued and required by the Federal Communications Commission (FCC).

8. Be thoroughly familiar with Police Department's policy and procedures relating to the use of radio and other communications equipment.

9. Monitor equipment, especially the emergency call equipment, in working order and immediately report any malfunction or defects to the Shift Commander.

10. Keep a computerized daily log for all incidents; activities or duties performed during their shift. Communications personnel must create a computer generated incident for all activity while on duty, except for requests for directions or other similar type of information.

11. Be familiar with emergency procedures that relate to matters requiring urgent Police, Fire or EMS attention so as to be capable of activating them immediately.

12. Keep all dispatched personnel fully informed of all related information affecting the safety or efficiency of their response to the call.

13. Acquire a thorough knowledge of the locations and layout of the streets, buildings, parks, housing projects and other significant areas of the community as to maximize the accuracy and speed of dispatches.

14. Respond to all complaints received in a calm, professional and civil manner.

15. Assist police officers with CORI information, inquiries and investigations with the direction of their supervisor, maintaining confidentiality of all material collected.

16. Inform the Shift Commander or the Patrol Supervisor when contact with an officer on patrol cannot be made in a reasonable amount of time.

17. Report any deployment or response of a police officer beyond their regularly assigned duties to the Shift Commander or the Patrol Supervisor.

18. Answer "911" emergency telephone calls with "**911, What is your emergency?**"

19. Promptly answer all telephone and radio calls made to the Communication Center in a calm, professional and civil manner either stating "**Braintree Police Department, Dispatcher_____this is a recorded line, how may I help you**"

20. Promptly and professionally answer, when required, non-emergency telephone lines for the Braintree Police Department.

21. Report for duty in the approved uniform for Communications Personnel, unless authorized otherwise by the Chief of Police or his/her designee.

22. Perform related administrative duties as requested by the Chief of Police or his/her designee.

23. Must have regular and predictable attendance.

24. Attend training sessions as required by the Chief of Police.

KNOWLEDGE, SKILLS, AND ABILITY:

Knowledge: Knowledge of principles, practices and methods related to dispatch and communications.

Skills: Excellent listening and communication skills required. Also requires patience and common sense. Computer skills required.

Ability: Ability to maintain good public relations, and to follow written or oral instructions. Ability to make sound decisions under stress. Ability to prioritize tasks and perform multiple tasks simultaneously. Must be proficient in the use of communications equipment.

REQUIRED QUALIFICATIONS:

High School graduate. E 9-1-1 Certification from the Statewide Emergency Telecommunications Board. Healthcare Provider Certification from the American Heart Association. Successfully pass the Dispatcher Selection Test.

PHYSICAL REQUIREMENTS

Moderate physical effort is required to perform duties. The employee is frequently required to stand, walk, speak and hear. The employee is occasionally required to lift or move objects. Vision requirements include the ability to conduct visual inspections of equipment, read and analyze documents and operate a computer and all communications equipment.