



TOWN OF HOLDEN

NOTICE OF VACANCY

DEPARTMENT: Police Department
JOB TITLE: Full Time Public Safety 911 Dispatcher
SALARY RANGE: \$24.06-29.56
HOURS: 40 Hours/Week
BENEFITS: Vacation, sick and personal time available; Worcester Regional Retirement System; Health Insurance, Dental, Vision and Life Insurance available; View available options and premium rates at www.holdenma.gov/employeebenefits
HOLIDAYS: 12 paid holidays per year.
START DATE: ASAP
REPORTS TO: Communications Director

GENERAL SUMMARY:

- Wachusett Regional Emergency Communications Center is currently accepting applications for a public safety dispatcher. The successful candidate must be willing work any and all shifts, including nights, weekends, and holidays.
- Specialized work to receive, process, and document all calls for service for police, fire, and medical from the public and relay the information to the appropriate source for assistance.
- Responsible work involving the operation of communications equipment including telephone, radio and computers in the receipt and transmission of a variety of calls including calls for police and fire assistance, municipal services, and general information. Work also involves performing a variety of clerical and computer duties including maintaining logs; typing and filing forms, records, and reports. Disposition of calls is done in accordance with established departmental procedures; however an employee of this class must exercise independent judgment and discretion.

ESSENTIAL JOB FUNCTIONS:

- Works under the general supervision of the Communication Director performing a wide variety of complex clerical and emergency tasks in support of safety operations.
- Answers emergency and non-emergency telephone lines obtaining information to process all calls for service and relays the information to the appropriate agency or field unit. Provides pre-arrival instructions/ information.
- Makes independent determination of appropriate actions to be taken concerning incoming calls and directs the appropriate responding units to ensure efficient and timely responses (call prioritizing). Monitors multiple radios, audio, visual and other equipment (i.e., security monitors, prisoner system, etc.)
- Coordinates activities with town departments as well as with other emergency services and government jurisdictions.
- Logs all calls into the computer aided dispatch (CAD) system or appropriate computer, identifies current status and location of personnel and equipment, completes and maintains daily activity log.
- Makes telephone contacts, wrecker notifications, warrant confirmations and call out contacts for field personnel. Calls for mutual aid assistance as needed.
- Uses computers and other information technology equipment to perform inquiries, entries, modifications, and deletions into the Massachusetts Criminal Justice Information System (CJIS) and National Criminal Information Center (NCIC) networks.

- Transfers callers to appropriate telephone extensions, refers callers to the appropriate agency and records messages for departmental employees. May assist in the training of less experienced personnel. All other duties as assigned.

WORKING CONDITIONS:

Normal office environment not subject to extremes in temperature, noise, etc. Frequent interruptions to assist the public in-person and on the telephone. May spend extended periods of time at computer terminal, at desk or operating other office equipment requiring eye-hand coordination and finger dexterity. Occasional lifting, standing, bending and carrying of files, documents and records.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

***External and internal applicants, as well as position incumbents who become disabled as defined under the American with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

APPLICATIONS AVAILABLE: OFFICE OF TOWN MANAGER, 1204 MAIN STREET, HOLDEN, MA 01520

Or online <https://www.holdenma.gov/town-manager/files/employment-application>

SEND RESUMES, COVER LETTERS AND APPLICATION TO:

OFFICE OF TOWN MANAGER, 1204 MAIN STREET, HOLDEN, MA 01520

Or via email at resumes@holdenma.gov

FOR FURTHER INFORMATION CONTACT TOWN MANAGER'S OFFICE

1204 MAIN STREET, HOLDEN MA 01520 (508) 210-5501

EQUAL OPPORTUNITY EMPLOYER

THE TOWN OF HOLDEN DOES NOT DISCRIMINATE AGAINST THE HANDICAPPED