

Town of Athol Public Safety Dispatcher

Summary

Receive and dispatch calls for emergency and non-emergency incidents; clerical, administrative and technical work in receiving and dispatching routine and emergency information; keeping official records; assisting in the administration of the communications center providing 24-hour, seven day a week service for Police, Fire and Emergency Medical Services; data entry and other public safety administrative duties; all other work as required as assigned by the Chief of Police.

Supervision

Work is performed under the direction of the Lead Public Safety Dispatcher and the on-duty Shift Commander. Specific duties and responsibilities may be assigned by the Lead Dispatcher or Shift Commander, subject to any limitation imposed by the Chief of Police.

In the absence of the Lead Dispatcher, the on-duty Shift-Commander shall have line supervision over all dispatchers. On duty Shift-Commanders shall ensure that dispatchers are properly supervised and that the accurate and timely completion of assigned duties is accomplished.

Duties

Performs a variety of dispatching and clerical duties in accordance with established standard operating procedures.

Makes frequent contact with state and town departments and the general public.

Errors could be costly with regard to loss and/or damage of life and property.

Has access to confidential information related to public safety operations.

Negligible physical effort required in performing duties under typical office conditions; but often very stressful. May deal with irate and/or intoxicated prisoners.

Monitors all telephone lines, radio, scanner, and alarm systems. Required to conduct in-person checks of prisoners every 15 minutes for suicide positive prisoners and every ½ hour for non-suicidal prisoners. Answers and refers calls; dispatch vehicles and personnel; keeps supervisory personnel aware of priority calls and equipment status.

Emergency medical dispatch and fire dispatch.

Assists general public at the desk, furnishing information and making appropriate referrals.

Manages the State's Emergency 911 system; National and State LEAPS/NCIC computer terminals.

Runs computer record and warrant checks on subjects at the request of officers; obtains Registry of Motor Vehicles status and information for officers as requested.

Train new oncoming dispatch applicants.

Maintains accurate, detailed records, logs, rosters and other pertinent information; files reports, incident cards and statistics as required. Assures that forms are filled out appropriately and completely; (i.e.: Firearms license applications, request for public records, etc.)

RECOMMENDED MINIMUM QUALIFICATIONS

Knowledge, Ability and Skill:

Working knowledge of the geography of the Town of Athol. Ability to learn communications systems and techniques. Ability to multi-task and handle emergency situations calmly, promptly and effectively. Typing and computer skills required.

Education and Experience:

High School Graduate; one year experience in a general clerical position involving working with the public; or any equivalent combination of education and experience.

Must obtain certification in LEAPS/NCIC and E-911/Emergency Medical Dispatch within 90 days of hire.

Certification in CPR/First Responder.

Suicide Prevention training.

Emergency fire dispatch training required within 90 days of hire.