

TOWN OF HAMILTON, MA
DISPATCHER - POLICE/FIRE SIGNAL OPERATOR

Department	Police
Reports to:	Police Chief
Position Status:	Non-Exempt
Weekly Hours:	40
Salary Classification:	Grade 7 (10/2021)

Position Summary/Purpose:

The purposes of this position are to administer and perform centralized police, fire, and other public safety communications with people initiating emergency and other service requests; to dispatch the correct public safety/public service response based upon the available information and departmental policies and procedures; and to record incident activity and provide information and other support to responding units. The position also provides other operations support services as generally or specifically assigned to the position or individual holding the position. A Dispatcher - Police/Fire Signal Operator is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

Supervision:

Supervision Scope: Provides immediate operations security and control over police/fire and other facilities directly and through remote monitoring or sensing equipment and is responsible for creating and completing the telecommunications portion of incident records.

Supervision Received: Works under the general direction of the Police and Fire Chiefs and Police Lieutenant, as well as on-duty Sergeants and Officers In Charge. Follows established procedures and policies and maintains open communications with supervisors. All work is reviewed for conformance of proper and lawful procedures.

Supervision Given: None

Essential Job 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.)

- Receives and manages all emergency, non-emergency and general business calls, including two-way/ mobile/ portable radio and paging units, as received by the Dispatch Center; appropriately route general business calls and respond briefly to non-emergency service requests. Greet and assist walk-ins.
- Efficiently obtain and record essential information for the Police and Fire Departments, as required, to respond in an appropriate manner as determined by standard operating procedures to emergencies or incident locations.
- Assigns priorities to service requests; incidentally and/or directly ascertain caller status for appropriate continued incident telecommunications support.

- Coordinates communications and dispatch Police, Fire and EMS to respond to service requests, as warranted, according to standard operating procedures.
- Contacts appropriate agencies, departments, and providers, such as animal control, DPW, telecommunication companies, and local utility companies for needed service responses.
- Dispatch the Harbormaster and his/her assistants.
- Monitors all municipal public safety frequencies from neighboring communities and/or public safety agencies. Transfer general broadcasts to the Police Department on missing persons, stolen motor vehicles and miscellaneous criminal activities.
- Monitors alarm panel in Dispatch Center; receive calls and dispatch accordingly. Monitor teletype service for the deaf.
- Monitor, dispatch and conducts monthly BAPERN and all other mandated testing.
- Provides continuing telecommunications support to all active department or assigned dispatched personnel by actively monitoring their respective operations.
- Contacts the on-call Bail Clerk for area Police Determents after court hours; provide information to other departments about the on-call Judge.
- As assigned by the Police Chief or Police Lieutenant, may produce turret tapes for court purposes, quality assurance and valid requested purposes, including a loose transcription/written summary of each transmission. Participate in compliance and quality assurance audits and monthly validation of previously entered records. Perform and record required communications systems testing.
- Log in calls, update Daily sheets and call notes and update responders with information needed to respond to calls. Print out requested information for Officers.
- Maintains contact information for municipal and local resources needed for response purposes, including hospitals, veterinarians, court personnel, public transportation and utilities.
- Maintains a variety of related records, listings and statistics for communication services.
- Maintains productive relationships and collaborate with all Town departments for the purpose of enhancing efficiency and productivity.
- Maintains an orderly work area.

Other Functions:

- Performs similar or related work as required, directed or as situation dictates.
- Continues training and professional development, including certification hours.
- Assists other department staff as needed to promote a team effort to serve the public.

Minimum Required Qualifications:

Education, Training and Experience:

Must have a High school degree or G.E.D with 1 year of related work experience or any equivalent combination of education, training and work experience. Associates Degree preferred.

Special Requirements:

Must obtain and maintain the following: Emergency Medical Dispatch Certificate (Priority Dispatch); State E-9-1-1 Certification; D-CJIS Certificate; APCO PST - 1 Public Safety Telecommunicator; CPR Certified

Must be able to work odd hours including overnight and holidays, perform shift work, and work periodic mandatory overtime.

Knowledge, Ability and Skill:

- Basic knowledge of the principals involved in the operation of the communications systems and related equipment.
- Thorough knowledge of the layout of the Town of Hamilton, including the street system, public buildings and businesses; knowledge of hazardous/congested areas.
- Working knowledge of the community agencies and services and their responsibilities.
- Thorough knowledge of the rules, policies, and procedures of the Department and State and Federal regulations and guidelines. Working knowledge of law enforcement, fire ground operations and related public safety terminology.
- Highly skilled in disciplined, orderly, telecommunications call taking and dispatching procedures; in the operation of multiple radio, computer and other telecommunications equipment and skilled in typing and in the use of telecommunications computer applications.
- Ability to comply with Department directives, to deal effectively and tactfully communicate with the general public, department staff, other town employees, and other governmental agencies in an effective manner.
- Ability to analyze situations quickly and objectively and determine a proper course of action.
- Ability to speak and write clearly and effectively and to understand and follow complex oral and written instructions, often in an emotionally charged and high stressed environment.
- Ability to maintain written records, and to plan, organizes and prioritizes work. Ability to work with, and maintain, confidential and classified information.
- Ability to learn professional telecommunication operator and system's techniques and to handle emergency situations calmly, promptly and efficiently.
- Ability to operate with frequent interruptions and respond appropriately to unexpected situations and to endure extended periods of high activity high stress situations.
- Ability to work independently and/or as part of a team.

Job Environment:

Work is performed primarily within the police dispatch center with office-like conditions that includes monitoring and responding to multiple telephones, two way radio communications, computer monitors, electronic alerts and alarms. The environment is stress inducing and often frenetic; moderate noise levels due to radios, computers, pagers and telephones.

Requires the operation of computers (in-house, criminal history and E-911), telephone equipment, multiple channel, two-way radio equipment, recording devices, scanners, TDD machine, basic first aid equipment and other office equipment to complete appropriate paperwork.

Has constant contact with the public requiring courtesy, patience and tact; makes frequent contact with other municipal departments including the Police Department, Fire Department, Harbormaster, Animal Control Officer, and state and local municipal police and fire departments; emergency medical units, Bail Clerk, towing companies and alarm companies; transportation systems, state and federal government agencies, and public utilities.

Errors in judgment or omissions could result in delay in personal injury or loss; delays or loss of service; injuries to other employees; damages to buildings and /or equipment and resulting legal impact or liabilities.

Has access to confidential information, including police and medical records.

Physical and Mental Requirements:

Work Environment

	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor Weather Conditions	X			
Work in high, precarious places	X			
Work with toxic or caustic chemical	X			
Work with fumes or airborne particles	X			
Non weather related –extreme heat/cold	X			
Work near moving mechanical parts	X			
Risk of electrical shock	X			
Vibration	X			

Physical Activity

	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing		X		
Walking		X		
Sitting				X
Talking & Hearing				X
Using hands/fingers to handle/feel				X
Climbing stairs	X			
Stooping, kneeling, crouching, crawling	X			
Reaching with hands and arms				X
Tasting or smelling	X			
Bending, pulling, pushing	X			

Lifting Requirements

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds	X			
Up to 25 pounds	X			
Up to 50 pounds	X			
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

Noise Levels

	None	Under 1/3	1/3 to 2/3	Over 2/3
Very Quiet (forest, isolation booth)	X			
Quiet (library, private office)	X			
Moderate noise (computer, light traffic)				X
Loud Noise (heavy equipment/traffic)	X			
Very Loud (jack hammer work)	X			

Vision requirements

- Close vision (i.e. clear vision at 20 inches or less)
- Distance vision (i.e. clear vision at 20 feet or more)
- Color vision (i.e. ability to identify and distinguish colors)
- Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- Depth perception (i.e. three dimensional vision, ability to judge distances and spatial relationships)
- No special vision requirements

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)