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| JOB TITLE: | FULL TIME POSITION, PUBLIC SAFETY TELECOMMUNICATOR | DATE: | 03/30/2022 |
| DEPARTMENT: | HOLLISTON POLICE DEPARTMENT | HOURS: | 32-40 PER WEEK |
| REPORTS TO: | CHIEF OF POLICE | FLSA: | NON-EXEMPT |

POSITION PURPOSE:

Receive 911 emergency calls and non-emergency calls. Monitor and dispatch police officers.

ESSENTIAL FUNCTIONS:

Responsibilities include, but are not limited to, receiving both 911 emergency calls and non-emergency calls, Text-to-911 messages, monitoring and dispatching patrol officers via police radios, detailed and accurate logging of service calls, operating 911 equipment, assisting lobby walk-ins, monitoring exterior building cameras, visual and audio monitoring of prisoners, and other related duties.

SUPERVISION:

Works under the general direction of the Chief of Police.

WORK ENVIRONMENT:

Work is performed in the communications center of the police station, with moderate to loud noise levels and access to sensitive information and confidential criminal information.

EDUCATION AND EXPERIENCE:

Experience preferred but not required.

Must possess excellent communication skills, both written and oral. In addition to basic computer knowledge, must possess proficient typing skills, and the ability to work under stressful conditions, and safely make quick decisions.

Must meet the minimum qualifications of being 18 years of age or older, possess a high school diploma or GED equivalent.

Required to complete APCO PST 1 Telecommunicator certification, NextGen 911 certification and CJIS certification.

ADDITIONAL REQUIREMENTS:

Ability to pass Town of Holliston background process, medical exam, drug test, dispatcher assessment and become CORI certified.

Position is 32-40 hours per week. Hours include nights, weekends and holidays.

PHYSICAL REQUIREMENTS:

Employee is regularly required to walk, stand, sit, speak and hear; uses hands to finger, handle, feel or operate objects, tools, or controls. Able to reach with hands and arms as in picking up paper, files and other common office objects. Employee may be required to stoop, bend and lift or move objects weighing up to 30 pounds. Vision and hearing at or correctable to normal ranges; requires ability to read documents and use a computer.

NOTES:

The essential functions or duties listed herein are illustrations of the type of work that is 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. Reasonable accommodations may be made to enable individuals with disabilities perform the essential functions. This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change. The Town of Holliston is an Equal Opportunity and Affirmative Action Employer.