

**TOWN OF HOLLISTON  
JOB DESCRIPTION**

<b>JOB TITLE:</b>	PER DIEM DISPATCHER/PUBLIC SAFETY TELECOMMUNICATOR	<b>DATE:</b>	4/4/2022
<b>DEPARTMENT:</b>	POLICE DEPARTMENT	<b>GRADE:</b>	POLICE
<b>REPORTS TO:</b>	POLICE CHIEF	<b>FLSA:</b>	NON - EXEMPT

**POSITION PURPOSE:**

This is a Per Diem position. Responsible for receiving and dispatching emergency and non-emergency calls for service by telephone, radio and/or computer, providing information to the public, and operating the statewide computer terminal for CJIS/NCIC. The Public Safety Telecommunicator performs a variety of complex, administrative and technical work dispatching the Town's public safety personnel and other related work as required, in accordance with established standard operating procedures, rules and regulations; uses independent judgment to determine the correct response to calls and in dispatching all necessary personnel and equipment. Maintains diligent monitoring of the communication system and monitoring officer status indicators in the Computer Aided Dispatch (CAD) system.

Operates all dispatching equipment including E-911 system, online records management system, and visual monitoring of cameras and other standard equipment.

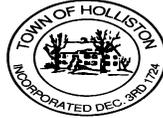
Maintains ongoing contact with the general public, requiring excellent customer service skills; also has frequent contact with other Town departments, state and federal agencies. Has access to confidential medical records. Errors could be costly with regard to loss of and damage to life and property and may result in legal repercussions.

**ESSENTIAL FUNCTIONS:**

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed.

Takes incoming calls of an emergency, non-emergency or business nature, obtains all pertinent information and relays information to public safety personnel involved in the situation. Dispatches safety, service and other appropriate personnel to calls as required. Maintains all certifications as specified is required.

- Coordinates mutual aid resources via radio; determines priorities among calls for service, keeps supervisory personnel aware of priority calls and equipment status.
- Maintains reporting on paper and web-based records management systems, performs data entry on paper logs and computer to enter service calls ensuring that entries are concise and accurate; updates files, and maintains accurate, detailed records, logs and other pertinent information.



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- Maintains constant and diligent monitoring of the radio system; monitors computer to track building use, meeting and inspection schedules; issues and accepts permits and payments; ensures rapid response of fire and ambulance response and notifies police department as needed.
- Communicates via telephone or radio with other agencies, utility companies, alarm companies, police department, DPW, animal control officers, hospitals, schools, Fire Marshal's Office, and MassDEP.
- Ascertains that all radio and video equipment is properly functioning and reports any breakdown or defects immediately to the duty officer; records administrative events regarding equipment failures, personnel absences, and other events. Light cleaning of work space and emptying of trash at the end of shift. Maintains all certifications, licenses and professional associations in order to keep abreast of current dispatching procedures. Performs similar or related work as required, or as situation dictates.

**SUPERVISION:**

Works under the general supervision of the Sargent and Lieutenant assigned, and the Police Chief.

**WORK ENVIRONMENT:**

Work is performed under public safety station conditions; position involves stressful situations.

**RECOMMENDED MINIMUM QUALIFICATIONS:**

**EDUCATION AND EXPERIENCE:**

Must be 18 years of age or older and possess a high school diploma or GED equivalent.

Over two (2) years of experience in a responsible position involving work with the public; working knowledge of computers and software programs; some work experience in emergency or security services is desirable.

Prior public safety dispatching is not required, but preferred. Applicants will be required to obtain APCO Emergency Medical Dispatcher (EMD) certification within 3 months of hire.

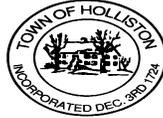
Maintain all certifications as specified is required.

**SUBSTITUTIONS:**

Additional years of relevant education may be substituted for the experience requirement on a year for year basis.

**ADDITIONAL REQUIREMENTS:**

Ability to pass Town of Holliston background process, a pre-employment medical screening, drug test and become CORI certified.



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**KNOWLEDGE, ABILITY AND SKILL:**

Strong computer skills with proficiency in a variety of word processing, spreadsheet and data base applications, and other equipment/programs associated with communications.

Ability to work effectively with fellow dispatchers, supervisors, police officers, administrative staff and the public, ability to maintain composure in difficult and stressful situations. Ability to maintain a high degree of confidentiality and keep others informed of work progress, timetables and various issues.

**PHYSICAL REQUIREMENTS:**

Minimal physical effort is generally required. Ability to operate a keyboard and sit at the computer and dispatching equipment for long period of time. Ability to operate dispatching equipment and all other related emergency equipment at efficient speed. Vision requirements include the ability to read routine documents and use a computer. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. While performing duties of this job, the employee is required to talk, hear, and use hands and fingers to handle objects and equipment.

**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.*