

DARTMOUTH



MASSACHUSETTS

**HUMAN RESOURCES DEPARTMENT**

400 SLOCUM ROAD  
DARTMOUTH, MA 02747

**JOB POSTING**

TITLE: Public Safety Dispatcher

UNION: DTEA – 40 hours

DATE AVAILABLE: ASAP

SALARY: Grade 6 - \$25.14 – \$32.85 per hour

**RESPONSIBILITIES:**

Responsibilities include, but not limited to receiving emergency and non-emergency calls for Police, Fire, and EMS. Candidates should have the ability to multi-task and maintain composure in stressful situations. Please see attached job description for complete details.

**QUALIFICATIONS:**

Certifications in E-911, LEAPS and prior experience with IMC Software and APCO training are preferred. Excellent communication skills, both oral and written are a must. The dispatch center is manned 24/7 and successful candidates must be willing to work any shift. Must be at least 18 years of age, possess a high school diploma, and a valid driver's license.

APPLICATION DEADLINE: Open until filled

Interested Candidates may submit employment application, cover letter and resumes to:

[jobs@town.dartmouth.ma.us](mailto:jobs@town.dartmouth.ma.us)

Employment applications can be found at:

[Dartmouth Employment Application](#)

Town of Dartmouth is an Equal Opportunity Employer

# **Dispatcher**

## **SUMMARY**

Civilian Dispatchers are responsible for coordinating a prompt and efficient response to requests for police services by the efficient and diligent manner in which they dispatch messages to field units. The dispatcher has primary responsibility for the initial deployment of personnel and equipment, subject to the provisions of the applicable written directives. By following established procedures and employing common sense, he/she provides aid and support to the personnel of the Police Department by ensuring that messages are relayed in a clear, concise and timely manner. He/she shall maintain accurate and uniform documentation of all dispatched activity through proper utilization of the Computer Aided Dispatch (CAD) system, and shall be fully familiar with the procedures for all other data recording and entry responsibilities assigned to the Communications Section. The dispatcher maintains and retrieves records, files, and information for prompt dissemination to patrol units and departmental personnel.

Dispatchers work under the direct supervision of the Officer-in-Charge of the shift and under the general supervision and control of the Commander, Patrol Division. All Civilian Public Safety Dispatchers shall successfully complete a background investigation and CJIS training, testing, and certification, in accordance with CHSB regulations.

## **DUTIES AND RESPONSIBILITIES**

Be thoroughly familiar with the department's procedures relating to the use of the telephone, radio and other communications equipment.

Answer all incoming telephone calls promptly and appropriately and assist all callers in a calm, courteous, and professional manner. When multiple telephone calls are received, service them using a priority based on the nature and severity of the requested service.

Receive and process all Emergency 9-1-1 telephone calls; dispatch appropriate response units; and transfer to other appropriate agencies those calls that fall more appropriately within their jurisdiction or the services they provide.

Obtain all necessary information from telephone callers, identify the caller, and obtain call back telephone numbers whenever possible. If necessary and possible, keep callers on the line when their continued assistance would be beneficial to personnel responding to an incident or call for service.

Be familiar with emergency procedures that relate to matters requiring urgent police and fire attention so as to be capable of activating them immediately.

Dispatch all police personnel to calls for service, as needed. Conduct all radio transmissions according to the rules of the Federal Communications Commission and the established procedures of the Police Department. Dispatch all necessary personnel and equipment according to the nature and severity of the calls for service.

Acquire a thorough knowledge of the location and layout of streets, buildings, parks, housing areas and any other significant areas of the community so as to maximize the accuracy and speed of dispatch.

Maintain constant and diligent monitoring of the communications and CAD system and immediately respond to all requests for assistance or service from field units.

Completely and properly record all calls for service in the CAD system, using proper codes.

Maintain and update the CAD system status screen, indicating the availability of police units.

Become and remain familiar with the procedures for computer operation, data entry, data retrieval, and data modification capabilities, for the in-house and LEAPS computer systems.

Respond to police requests for information concerning warrants, missing persons, stolen motor vehicles, motor vehicle listing, stolen property, domestic 209A orders, and other information.

Disseminate police information concerning wanted persons, stolen vehicles, missing persons and other police information as may be received by the LEAPS computer system, telephone, radio or other means.

Keep personnel who have been dispatched on calls fully informed of all facts affecting their safety and efficiency of their response to the call.

Inform the Officer-in-Charge of any unusual or serious occurrences that may develop concerning police personnel, incidents, or calls for service. Inform the Officer-in-Charge of any deployment of police officers beyond their regularly assigned route or area.

Be responsible for monitoring the CJIS computer system for incoming messages and monitoring the closed circuit television system in order to insure station security.

Enter records including, but not limited to, all stolen vehicles, missing persons, warrants, Board of Probation checks, administrative messages, and articles (weapons, stolen property, etc.) when requested or in accordance with department policy.

Maintain equipment, especially the emergency call lines, in working order and immediately report any malfunction or defect to the appropriate authority.

Record all significant communications as required by departmental procedures. Maintain the departmental daily log ensuring an accurate recording of calls received or other significant events.

Maintain a log of all vehicles authorized to be towed by the department according to established procedures. Enter the information into the CAD and LEAPS computer systems when appropriate.

Render assistance to members of the general public who make inquiries at the Police Station. When necessary, take telephone reports which may include recovered stolen motor vehicle reports, general information reports and other minor incidents when so directed by a supervisor.

Make telephone notifications to citizens and business owners regarding such matters as open doors to their business and homes, vandalism to their premises or vehicles, and/or to ask other questions regarding police related incidents and/or suspicious conditions.

Transfer all calls for personnel by proper use of the telephone system. Always attempt to take and relay messages for individuals who are not available to answer their telephone.

Properly reroute calls for service where the offense/incident occurred in another jurisdiction.

Perform other duties as may be assigned or required.

## **SKILLS AND KNOWLEDGE**

Sufficient knowledge of the principles involved in the operation of radio, telephone and related communications equipment to allow for the proper operation of these systems. Working knowledge of the operation and functions of department computer equipment, as well as the skills and abilities to

operate this equipment under emergency circumstances. Knowledge of the street system and the geography of the Dartmouth area as well as the ability to direct individuals to locations within the community. Ability to speak clearly and concisely and to provide detailed information/instructions to personnel/citizens under stressful circumstances. Possess emotional stability and the ability to work in a stressful, highly responsible environment. Ability to think and act quickly, calmly and accurately in an emergency situation. Ability to type accurately at a reasonable rate of speed.

Ability to develop, within a reasonable period of time, skill and speed in the operations of the communication's equipment and to demonstrate a knowledge of public safety practices and procedures. Ability to understand and follow complex oral and written instructions. Ability to keyboard and utilize standard computer equipment. Ability to utilize standard telephone systems. Ability to view monitoring equipment within the communications center. Knowledge of warrants of arrest and related items sufficient to allow for confirmation of wanted persons. Ability to sit for lengthy periods of time.

Knowledge of department records system. Knowledge, skills and abilities sufficient to prepare police reports. Ability to project confidence to the public. The ability to quickly and accurately evaluate situations and provide for the proper response or course of action.

## **QUALIFICATIONS**

High school diploma or an equivalent certificate issued by the Massachusetts Department of Education. Experience dealing with and speaking to the public is required. Computer skills are essential. The successful completion of a background investigation is required. Candidates must have, or be able to obtain, the following certifications: LEAPS/CJIS Terminal Operator, E-911, and APCO Basic Telecommunications to include EMD certification.