

**TOWN OF WAYLAND
POSITION DESCRIPTION**

Title:	Joint Communications Dispatcher
Department:	Police Department
Appointing Authority:	Town Administrator
Affiliation:	AFSCME 2
Grade:	CD
Personnel Board Approved:	7/13/99
Personnel Board Revised:	05/29/12
Effective Date:	12/7/15

Summary of Duties

Dispatching and technical work supporting the Town's public safety operations; all other related work as required.

Supervision Received

Works under the general supervision of the Police Chief, with input from the Fire Chief.

Performs a variety of responsible dispatching and clerical functions in accordance with established standard operating procedures; uses independent judgment to determine the correct response to calls and in dispatching all necessary personnel and equipment.

Supervision Exercised

None

Job Environment

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

Operates computer and effectively uses multiple public safety software programs; operates all dispatching equipment, -, two-way radio equipment, PSAP/911 equipment, fire alarm reception panels and police/fire scanner; operates standard office equipment, such as telephone, typewriter, copy machine, fax, etc.

Makes regular contact with other Town departments, State and federal offices and officials; makes constant contact with the general public requiring excellent customer service skills.

Has access to confidential criminal investigation and emergency medical records.

Errors could be costly with regard to loss of and damage to life and property and may result in legal and financial 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. 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.

Dispatches safety, service, and other appropriate personnel to calls as may be required; maintains constant and diligent monitoring of communication system; coordinates back-up support activities; receives and records telephone calls and requests for service or information; prioritizes calls for service; maintains active computer entries regarding documented complaints including maintenance of all service calls; keeps supervisory personnel aware of priority calls and equipment status.

Monitors fire alarm equipment to ensure rapid response to fire or emergency calls.

Complies with the state mandate to provide Emergency Medical Dispatch (EMD) services; follows mandated procedures for the delivery of EMD when a caller indicates reports a medical emergency; provides medical instruction for treatment, such as CPR and/or pre-arrival instruction.

Communicates with other agencies, such as utility companies, alarm services, ambulance companies, Town and State highway departments, animal control officers, towing agencies, hospitals, water departments, etc.

Monitors all frequencies in the communications center; ascertains that all equipment is properly functioning and reports any breakdown or defects immediately upon discovering them to the officer in charge; monitors audio and video related to Public Safety Building security; monitors and operates building security access.

Maintains police and fire incident reporting on computer aided dispatching systems; maintains accurate, detailed records, logs and other pertinent information; assists public safety personnel operating in the field.

Monitors prisoners visually and audibly.

May be required to train new employees

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.

Recommended Minimum Qualifications

Education:

High school diploma.

Experience:

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.

Substitutions:

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

Licenses/Certificates:

Certification in enhanced 9-1-1 systems through the Commonwealth of Massachusetts preferred.

Certification in CPR, first responder, police and fire dispatch, emergency medical dispatch (EMD) and suicide prevention preferred. If not certified, must obtain certification within three (3) months of hire.

Knowledge, Abilities and Skills:

Working knowledge of the layout of the Town, as well as local businesses and landmarks.

Familiarity with related rules, regulations, orders, policies and procedures.

Basic understanding of the police and fire departments' operations and familiarity with the Town bylaws.

Knowledge of standard office practices, procedures and equipment.

Knowledge and ability to employ records management practices.

User knowledge of personal computers and Windows-based software programs; skill and ability to operate a personal computer and a variety of office equipment.

Ability to learn communications systems' techniques.

Ability to handle emergency situations calmly, promptly and efficiently, while under

stress.

Ability to think clearly in a crisis situation.

Ability to read, write and speak English clearly and give clear directions over the radio and phone.

Ability to attend to a number of details occurring simultaneously, and do so with accuracy.

Ability to prepare reports and correspondence.

Ability to maintain accurate and detailed records.

Ability to multi task, organize, work independently, accomplish tasks and meet deadlines despite frequent interruptions in a fast-paced environment while maintaining attention to detail.

Ability to interact tactfully and effectively with Town employees, supervisors, officials and the general public.

Excellent communication skills; ability to communicate effectively and articulately both verbally and in writing.

Ability to maintain confidentiality of information.

Excellent typing skills.

Excellent customer service skills.

Must be skilled in detail work.

Physical Requirements

Minimal physical effort generally required. Ability to operate a keyboard and sit at the computer and dispatching equipment for long periods of time. Ability to operate dispatching equipment and all other related emergency equipment at efficient speed. While performing the duties of this job, the employee is constantly required to sit, talk and hear. The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls, and reach with hands and arms. Specific vision abilities required by this job include close vision and the ability to adjust focus.

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.

