



Kyle P. Heagney
Chief of Police

Attleboro Police Department

12 Union Street

Attleboro, Massachusetts 02703

Telephone: (508) 223-2224 Fax: (508) 223-2242

attleboropolice.org

Per Diem Dispatcher

Dispatcher Job Description

Receives and prioritizes E 9-1-1 emergency calls and non-emergency telephone calls from the public. Processes information using a computer-aided-dispatch (CAD) system. Dispatches appropriate emergency service agencies such as police, fire and emergency medical units. Communicates with police units in the field via police radio system. Enters and retrieves computer data for emergency response personnel.

This general description reflects the concept and intent of this position and should not be construed as a detailed statement of all the work requirements that may be inherent to this position.

Essential Job Duties

- Gathering, analyzing, and reporting critical information during life-or-death situations such as crimes in progress, medical emergencies and fire/rescue incidents;
- Administering care by providing pre-arrival medical instructions of directing callers through procedures such as CPR, childbirth, or controlling of blood loss while emergency medical services are enroute;
- Managing communications of emergency personnel responding to incidents and assisting with incident operations during events such as active shooter and officer down responses;
- Taking protective actions for first responders by providing life-safety information during responses such as officer down and MAYDAY calls;
- Analyzing conflicting and/or limited information to direct first responders to the scene;
- Negotiating with suicidal callers or hostage takers;
- Deploying to the scene of planned events, major emergencies, or ongoing incidents
- Operate a multi-frequency radio and computer-aided dispatch system, access and interpret teletypes, monitor alarms systems, operate playback audio recorders, operate TDD/TTY, operate security devices and other related communication equipment located throughout the dispatcher center;
- Must condense large amounts of information into readable, sensibly typed remarks in a timely manner and have the ability to recall numerous acronyms and codes essential to appropriate call processing;
- Work rotating shift work during evenings, nights, weekends, and holidays and must be available to work extended shifts;
- Must continually demonstrate a high level of mental stability and professionalism;
- Deal with sensitive information in a discreet and professional manner by maintaining confidentiality;
- Maintain a positive customer service attitude at all times with public, user agency members, co-workers and supervisors;

- Make rapid, accurate decisions which affect the outcome of other public safety services;
- Must be reliable and dependable and report for work on a consistent and predictable basis;
- Follow the chain of command per agency policy;
- Must be able to work effectively in a disciplined environment with close supervision and carry out lawful orders according to policies regardless of personal agreement;
- Must be able to handle job stresses;
- Must be able to work effectively with others in the workplace.

The above list of duties and responsibilities is not intended to be all-inclusive. Other duties may be assigned or are not listed.

Work Environment/Conditions

Approximately 90% of duties performed are in a seated position in a secure Communications Center. There is limited opportunity for physical movement. The employee must reach with hands and arms and talk and hear. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and ability to adjust focus.

Individuals must observe a computer display screen under low lighting conditions for long, uninterrupted periods of time. Individuals must be free from physical impairments that with or without reasonable accommodation would interrupt continuous performance of a shift lasting from a minimum of eight or twelve hours. Must be prepared to stay in the dispatch center for the full scheduled shift (not including lunch and other breaks). Work is performed in a confined environment under high stress and plays a critical role in Public Safety delivery within the City. Must take information from callers who may be excited, abusive, foul-mouthed, incoherent, drunk or hysterical.

Minimum Qualifications

- Candidates must be at least 21 years of age;
- Proof of eligibility to work in the United States of America;
- Must be able to successfully satisfy a thorough personal history background check, which will include a criminal history check;
- Must be able to pass a psychiatric test;
- Must be able to pass pre-hire drug testing;
- Must not use, ingest, or consume marijuana.

Mandatory Massachusetts State 911 Qualification

Candidates must successfully complete the following mandatory Massachusetts State 911 certification requirements:

- Emergency Medical Dispatch (EMD) (*40 hours Training*)
- E911 Telecommunication certification (*40 hours Training*)
- NG9-1-1 New Hire Equipment Training course (*16 hours Training*)
- CPR certification (*8 hours Training*)

Hourly Rate and Benefits

The hourly rate for per diem dispatcher is \$24.29.

Per diem employees do not have a set work schedule. They work as needed and with a flexible schedule, are paid per day, and may not receive benefits.