



PUBLIC SAFETY TELECOMMUNICATOR

The Town of Westwood seeks a full time Public Safety Telecommunicator to answer 911 and non-emergency calls as well as to perform public safety dispatch functions for the Town. The successful candidate will receive information from the public and other agencies to coordinate a prompt and efficient response to requests for police, fire, emergency medical services, and other town services. Work is performed in a new, state of the art Public Safety Communications Center.

Duties include the following: Operates software-based (currently NEXGEN) computer-aided dispatch (CAD) system as well as multiple other systems; establishes priorities of calls for service, and dispatches the appropriate number and type of resources to address the need; monitors all radio frequencies in the communications center; monitors and maintains all equipment within the communications center; answers inquiries from, and provides information to the public; disseminates various types of applications concerning licensing or registrations. Qualified candidates must be able to communicate clearly, maintain composure in stressful situations, have the ability to multi-task, and be able to operate multiple cloud, web, tablet, smartphone, and pc applications to include GIS related functions.

Minimum requirements: High school graduate or equivalent, Associate's degree preferred, plus one year of experience in a customer service position dealing with the general public, computers and administrative duties, or any equivalent combination. Ability to read and write English proficiently and interpret and apply guidelines as necessary. Must successfully pass a background investigation, including review of state and FBI records, as well as a drug screen. Must be able to work nights, weekends, and holidays as required by their assigned schedule or as needed by the department. This position is deemed "essential" and employees must be able to report to work as required regardless of weather or any other adverse conditions. Hold-over overtime and mandatory staffing is possible for this position.

The following qualifications are preferred, but not required: APCO Telecommunicator 1, NextGen 911, Priority Dispatch EMD, and CPR. If necessary, this training will be provided by the Town.

Salary and Benefits: This is a full-time, benefit eligible position, with an annual salary range of \$60,192 - \$75,171 in ten steps. Full time employee benefits include overtime eligibility, paid time off, health, dental, life, and long-term disability insurance, as well as flexible spending and deferred compensation plans. Access to on-site fitness facility, paid training, and education reimbursement opportunities.

Apply by March 1, 2024. <http://www.townhall.westwood.ma.us> and click on "Jobs". Please include resume, cover letter, and a listing of applicable certifications.

The Town of Westwood is an equal opportunity employer