

# **Communications Administrator - Public Safety Dispatch**

## **Town of Stoughton**

**Wanted:** Experienced full-time Public Safety Communications Administrator (Police/Fire) in the Stoughton Central Dispatch Center, a 24-hour operation. The position reports to the Chief of Police and this key leadership position will be responsible for the management and general supervision of the Public Safety central dispatch function as well as the Stoughton Central Dispatch Center.

**Duties and responsibilities include but not limited to:** Operates and maintains a central dispatch for all public safety and general communications; supervises and directs the employees and daily activities of the central dispatch; participates in the development, updating and implementation of goals, objectives, policies and procedures governing the operations of the department; oversees, monitors and maintains a variety of dispatch equipment including CAD system, phones and radio, including recommending the purchase of supplies and equipment for department and coordinating the repair of equipment with outside agencies; manages departmental budget; provides or coordinates training; ensures compliance with all state or federal laws and regulations concerning the radio, telecommunications, facilities and services provided by the department. Also hands-on dispatch duties including receiving and recording telephone calls and requests for service or information; maintaining accurate and timely computer entries regarding documented responses; receiving and transmitting radio communications to dispatch police, fire, rescue, and emergency medical services and other appropriate personnel as required; coordinating back-up support activities via radio or telephone.

**Qualifications:** Candidates must be at least 21 years of age; have an associate's degree, high school diploma or equivalent; five (5) years' experience as a Public Safety Dispatcher combined Police/Fire, including two years as a supervisory position; and be available for all shifts including nights, weekends, and holidays. Applicants must possess a thorough knowledge of rules and regulations of the Federal Communication Commission (FCC) as they pertain to the operation of a public safety communication center. Candidates must be fully qualified to perform actual dispatcher duties as will be required; must possess current CPR certification, E-911 Telecommunication Certification, APCO EMD Certification or equivalent, and Leaps Certification required; must be qualified in first aid as required under first responder law. Previous experience and knowledge of enhanced 911 systems and public safety, emergency medical, or fire dispatch terminology is required. Applicants must be able to work under stressful conditions with an inherent ability to multitask in emergency situations. Strong written and oral communication skills, excellent computer skills and knowledge of dispatch equipment including; radio systems, automated data communications, telephone systems are necessary. All applicants must be able to pass a criminal background and an oral interview. All applicants must be able to pass a criminal background and a Pre-employment physical including drug testing, and a hands-on technical test.

**Preferred Qualifications:** Bachelor's degree with course work in communications, public safety or related field.

**Salary range:** \$70,000 - \$75,000 40 Hour work week. Labor Position

Resumes will be accepted until position filled at: Department of Human Resources, Town of Stoughton, 10 Pearl Street, Stoughton, MA 02072. AA/EOE

