



**Town of Carver  
Public Safety Dispatch Committee**

**Marc Duphily**  
*Police Chief*

**Thomas Walsh**  
*EM Director*

**Craig Weston**  
*Fire Chief*

**Michael Ryan**  
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**PART-TIME DISPATCHER**

**POSITION DESCRIPTION**

**Job Summary**

Public Safety Dispatchers primary functions include answering wireline and wireless 911 calls, business calls, and dispatching public safety services (Police, Fire and EMS) in a quick and efficient manner. Dispatchers provide aid and support town wide public safety personnel by ensuring that messages are clear, concise and timely. They shall maintain accurate and uniform documentation procedures for all dispatched activity through proper utilization of the Department incident reporting system and shall be fully familiar with the procedures for all other data recording and entry responsibilities assigned to the Communications Section.

In addition, they shall be responsible for receiving alarm calls, monitoring audio/video of prisoners, video monitoring of the station, schools, town hall and playground and maintenance of certain records and files.

For security purposes, all civilian dispatchers shall submit to a Massachusetts Board of Probation check before employment. While on duty, they shall be under the direct supervision of the Shift Commander and the overall direction of the Chief of Police.

**Supervision**

Dispatchers follow the chain of command, which includes the daily supervision of either the Lead Dispatcher or Shift Commander, Deputy Police Chief, Police Chief and Public Safety Dispatch Committee.

**Work Environment**

Dispatchers work in a secured area of the Police Station with window access to the public lobby and perform tasks at one of two dispatch consoles. Dispatchers may work up to two 8-hour shifts at a time for a total of 16 hours. A kitchen and bathroom is accessible directly off the dispatch center. Dispatchers shall work with the officer in charge to coordinate needed bathroom breaks and must remain within the dispatch center for meal breaks. For this reason, a “missed meal” will be paid to employees at half their hourly rate.

### **Major Duties and Responsibilities**

A Public Safety Dispatcher is responsible for many types of calls and handling multiple duties including but not limited to:

- Answering primary Police and Fire business lines and at times EMS business lines
- Answer all 911 wireline, wireless and emergency lines
- The Carver Police Department is a Public Safety Answering Point (PSAP) for the Town of Carver – taking wireline and wireless calls in the area
- Dispatch three primary public safety agencies and at times simultaneously (Police, Fire and EMS) as well as utilize and monitor Plymouth County Control (Fire/EMS Mutual Aid), BAPERN Southeast District (Police BOLO's and Mutual Aid) and DPW
- Monitor prisoners via camera
- Monitor and report severe weather to Shift Supervisors and Emergency Management Director
- Public Safety Dispatchers must demonstrate proficiency in typing and using a computer as well as our Computer Aided Dispatch program IMC
- Provide safety information to officers responding to calls, especially domestic situations
- Individuals must be run in the CJIS system for warrants, criminal history and suicidal history
- Dispatching multiple types of incidents to the correct agency incidents, dealing with the public on a first hand basis (in person and on the phone), handling emergency calls with a frantic caller on the other end, being able to calm that person down and dispatch appropriate resources to assist

### **Recommended Minimum Qualifications**

#### **Education and Experience**

High school graduate or GED. Some college or other highly specialized training in Criminal Justice or communications is preferred. Prior communications experience is desirable. Demonstrate the ability to perform multi-complex tasks under occasional stressful situations. Must have excellent communication and interpersonal skills, maintain a high level of courtesy, the ability to handle sensitive and or highly confidential issues. Ability to type 40 words per minute.

#### **Required Certifications**

Public Safety Dispatchers are required to hold several certifications. All required training will be paid for by the department if necessary. Certifications include:

- Powerphone EMD – Cachlite
  - Dispatchers must then be able provide instructions to callers in need of medical assistance while dispatching the appropriate agencies
  - This may include contacting our ambulance at the hospital if they are needed while maintaining instructions to the caller on the phone
  - Call types include the following:
    - Child Birth
    - Choking
    - CPR

- Suicidal Callers
  - Severe Bleeding
  - Breathing Problems
  - Confused Callers
- CPR and AED Certified – 8 Hour Course
  - Dispatchers may be required to perform CPR and AED to any parties coming in to the lobby that are having a medical issue
- NG911 (Callworks and Response Assist) – 2 Day Course
  - Answer all incoming emergency calls
  - Transfer calls
  - TTY calls for deaf/mute individuals
  - Utilize mapping system for callers that are unfamiliar with the area
- BAPERN Training for 911 Dispatchers – 8 hours class
- APCO Telecommunicator I – 40 hour class
- Criminal Justice Information System (CJIS) Certified – Every Two Years
  - Dispatchers must be able to proficiently be able to run and query information such as the following:
    - Run and locate warrants
    - Performs BOP's (Criminal History)
    - Suicide queries
    - Firearms queries
    - Type administrative messages to area departments in a timely fashion
    - Run vehicle checks and driver history queries

### **Knowledge, Ability and Skill**

Prior dispatch experience in either police, fire or EMS is preferred, but not required. Knowledge of telecommunications equipment including Avaya phones, radio consoles, mobile radios and portable radios. Familiarization with Windows 10, IMC CAD, Microsoft Word and Excel, printers, fax machines.

### **Physical Requirements**

Minimal physical effort is required. The employee may be required to sit for long periods, although may adjust either sit/stand console to preferred height. Vision requirements include viewing and monitoring several computer and television screens. Must be able to write or type on a keyboard and answer phones simultaneously. May at times be required to crouch, reach, bend and lift up to 15 pounds.

### **Additional Requirements**

Dispatchers are essential employees and are required to work shifts ranging from 11:30 PM – 7:30 AM (overnights), 7:30 AM – 3:30 PM (days) and 3:30 PM – 11:30 PM (evenings), weekdays, weekends and holidays.

### **Continuing Education**

Public Safety Dispatchers must also complete 16 hours of continuing education on an annual basis. The department will pay for training classes and work hours. For a full description, please visit <https://www.mass.gov/doc/approved-training-course-list/>