

## Town of Boxborough, MA

**POSITION:** Part-Time Dispatcher

**DEPARTMENT:** Dispatch

**FLSA STATUS:** Non-Exempt

**REPORTS TO:** Police Chief/Fire Chief

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### **GENERAL SUMMARY:**

A Part-Time Dispatcher performs routine to complex clerical and dispatching work in the operation of the Town's Public Safety Dispatch Center at the Police Department. Work involves frequent telephone contact with members of the community. Many situations are emergency in nature, and individual must be able to think and act clearly and calmly.

### **SUPERVISION SCOPE**

Performs a variety of responsible dispatching and clerical functions in accordance with established standard operating procedures through the federal, state and local law (as applicable).

### **SUPERVISION RECEIVED**

Work is performed under the general supervision of the Police Chief, Fire Chief, Lieutenant, Officer-In-Charge, and Dispatcher Supervisor.

### **SUPERVISION EXERCISED**

This is an entry-level position with no supervisory responsibilities.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Receive, record, and process all incoming oral communications through the dispatching system; process initial complaint inquiries received via telephone or made by a citizen at the Police Station.
- Dispatch personnel according to department regulations and priorities; report out of service police and fire vehicles to the commanding officer or Dispatch Supervisor.
- Respond to all complaints, speak and behave in a respectful, calm, clear, and courteous manner when addressing the public and department members.
- Utilize established emergency procedures with capability of activating and dispatching personnel immediately to the field.
- Maintain two-way communications with all personnel dispatched in the field; Periodically announce call letters issued by the Federal Communications Commission.
- Maintain equipment, especially emergency call lines; immediately report any malfunction or defect to commanding officer(s) or Dispatch Supervisor.
- Be knowledgeable of location and lay-out of streets, buildings, parks, housing projects and other significant areas to maximize accuracy and speed of dispatches; have a working knowledge of the area's geography.
- Possess thorough knowledge of Police and Fire Department procedures related to the use of radios and other communications equipment.
- Type and process forms, complaints and reports as appropriate to the Fire or Police Department.

- Refer initial requests for applications/information regarding License to Carry Firearms and/or Firearms Identification Cards to a commanding officer.
- Refer initial requests for copies of police reports to the Administrative Assistant.
- Preserve communications which are privileged and confidential.
- All other related duties as assigned.

### **OTHER DUTIES AND RESPONSIBILITIES**

The duties listed above are intended only as examples of the 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.

### **REQUIRED MINIMUM QUALIFICATIONS**

Applicants must have graduated from high school or must possess an equivalency certificate issued by the Massachusetts Department of Education, with 2-year or 4-year college education preferred. CPR and First Aid Certifications and/or present or past employment experience as Police/Fire/EMS dispatcher a plus. Familiarity with office equipment, such as copying machine, word processor and computer terminal. Must maintain required certifications. Must be able to work under strict confidential environment.

No person who has been convicted of a felony shall be hired as a Dispatcher. A candidate may be disqualified for character clearly unsuited for police services. Background investigations on each candidate are conducted by the Police Department prior to said person being hired.

### **REQUIRED LICENSING AND CERTIFICATIONS**

E 9-1-1 Operator Certification, CJIS Operator Certification, Basic Emergency Telecommunications, and CPR Certification. Valid Massachusetts Class D driver's license.

### **DESIRED KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge:** Working knowledge of the layout of the Town, including major thoroughfares, street, businesses, and places of interest. Familiarity with related rules, regulations, orders, policies and procedures. Knowledge of information dissemination and confidentiality requirements related to criminal offenders and public record. Working knowledge of computers and electronic data processing as well as modern office practices and procedures. Basic understanding of the operation of the Police and Fire Departments. Familiarity with the Town's laws and bylaws. Basic understanding of the incident command system.

**Ability:** Ability to learn communication systems' techniques. Ability to handle emergency situations calmly, promptly and efficiently while under stress. Ability to think clearly in a crisis situation and handle occasional high levels of stress. Ability to elicit needed information from a caller, who may be a child, injured or incapacitated person. Ability to read, write and speak clearly in English and give clear directions over the phone and radio. Ability to handle the equipment and machinery required for the job, including data entry and retrieval on computer and teletype equipment. Ability to maintain multiple file systems. Ability to accurately attend to a number of detailed activities occurring simultaneously.

**Skill:** Skill in typing, computers and record-keeping. Excellent customer service skills.

## **TOOLS AND EQUIPMENT USED**

Dispatching software, incident command radio system, Microsoft Office Suite, and other computer software as needed to perform the tasks above.

## **PHYSICAL REQUIREMENTS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The dispatcher must be able to operate a keyboard and sit at the computer and dispatching equipment for long periods of time, operating dispatching equipment and all other related emergency equipment at an efficient speed. While performing the duties of this job, the employee is constantly required to sit, talk, see 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. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close visual acuity at 20 inches or less to view computer desktop and terminal; extensive reading; ability to identify and distinguish colors

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## **WORK ENVIRONMENT**

Work is performed under typical office conditions which are occasionally stressful. The noise level is moderate. The employee operates computer, telephone, facsimile machine, copier, and other standard office equipment as well as all dispatching equipment and radio system. Employee has frequent contact with the general public, police and fire departments, utility companies, Town departments and officials. Contacts are in person, by telephone, and by email and involve an information exchange dialogue.

The employee has regular access to department-related confidential information, including details of calls for service. Errors could result in loss and damage to life and property as well as legal and/or financial repercussions for the Town.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position, unless such accommodations would pose an undue hardship on the Town.
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**This Job description does not constitute an employment agreement or contract between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.**

**Recommended: January 25, 2023 (Version 1)**

**Revised: January 27, 2023 (Version 2)  
January 30, 2023 (Version 3)**

**Approved (Name): Personnel Board**

**Approved (Date): February 1, 2023**