



**Shirley Police Department**  
**11 Keady Way**  
**Shirley, MA 01464**

Paul A. Topolski, Manager  
Communications Department  
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**Public Safety Dispatcher**

Type: Full time and part time

Posted Date: 4 March, 2017

Deadline to Apply: **OPEN UNTIL FILLED**

The Town of Shirley, Massachusetts is seeking qualified candidates for both a full time and multiple part time 911 Telecommunicator positions. Duties include but are not limited to, taking 911 calls and performing EMD as required, general telephone duties, dispatch via radio police, fire, EMS, and local government responders, detailed and accurate logging in IMC, and other duties as described.

**To apply:** Please email resume and cover letter to [PTopolski@Shirley-MAPD.org](mailto:PTopolski@Shirley-MAPD.org), or mail it to Communications Department Manager Paul A. Topolski, 11 Keady Way, Shirley, MA 01464. This posting is open until the positions are filled.

**PUBLIC SAFETY DISPATCHER**

**Definition**

Administrative and technical work dispatching the town's public safety personnel; all other related work as required.

**Supervision**

Work under the general supervision of the Senior Communications Supervisor. Performs a variety of responsible dispatching and administrative functions, in accordance with established standard operating procedures; uses independent judgment to determine the correct response to calls and in dispatching all necessary personnel and equipment.

**Work Environment**

Work is performed under police station conditions with moderate to loud noise levels; position can involve stressful situations. Employee is required to work night, weekend or holiday schedules, on a rotating basis. The employee operates all dispatching equipment, including radio equipment and police scanner; operates NCIC/LEAPS computer terminal; operates standard office equipment. The employee has ongoing contact with the general public, requiring excellent customer service skills; also has frequent contact with other town departments, state and federal agencies officials. The employee has access to confidential criminal investigation records. Errors could be costly with regard to loss of and damage to life and property and may result in legal repercussions.

**Essential Duties and Responsibilities**

The essential functions or duties listed below are intended only as illustrations of the various 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.

Takes incoming calls of an emergency, non-emergency, or business nature; obtains all pertinent information; relays information to public safety personnel involved in the situation. Dispatches safety, service, and other appropriate personnel to calls, as required; coordinates back-up support activities via radio; determines priorities among calls for service; keeps supervisory personnel aware of priority calls and equipment status. Maintains reporting on computer-aided dispatching systems; performs data entry on computer to enter service calls ensuring that entries are concise and accurate; updates files, and maintains accurate, detailed records, logs and other pertinent information. Maintains constant and diligent monitoring of the radio system; monitors computer to track unit status; ensures rapid response of police to fire or emergency calls. Communicates via telephone or radio with other agencies, such as utility companies, alarm services, ambulances, town and state highway departments, animal control officers, towing agencies, hospitals, water departments, etc. Operates NCIC/LEAPS computer terminal to obtain or input information on persons, property, and vehicles in nationwide law enforcement network for officers and administrators. May be required to train new employees assigned to dispatch duties. Ascertains that all radio equipment is properly functioning and reports any breakdown or defects immediately to the officer in charge; records administrative events regarding equipment failures, personnel absences, and other events. Maintains all certifications, licenses and professional associations in order to keep abreast of current dispatching procedures. Performs similar or related work as required, or as situation dictates.

## **RECOMMENDED MINIMUM QUALIFICATIONS**

### **Education and Experience**

High school diploma; two years of experience in a responsible position involving work with the public; some work experience in emergency services is helpful; or an equivalent combination of education and experience.

### **Additional Requirements**

Certification in enhanced 9-1-1 systems in the Commonwealth of Massachusetts and PowerPhone Emergency Medical Dispatch is preferred. Experience using IMC Dispatch and Records applications as well as DCJIS Web3.0 and OpenFox applications.

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

Working knowledge of the layout of the town, as well as local businesses and landmarks. Familiarity with related rules, regulations, orders, policies and procedures. Working knowledge of computers and electronic data processing. Working knowledge of modern office practices and procedures. Basic understanding of the police, fire, and EMS operations as well as familiarity with town bylaws. Ability to learn communications systems' techniques. Ability to handle emergency situations calmly, promptly and efficiently while under stress. Ability to think clearly in a crisis situation. Ability to elicit needed information from a caller who may be a child, injured or incapacitated. Ability to read, write and speak English clearly and give clear directions over the radio and telephone. Ability to attend to a number of details occurring simultaneously, and do so with accuracy. Must be able to type and operate computer at efficient speed. Skilled in record keeping.

### **Physical Requirements**

Minimal physical effort is generally required. Ability to operate a keyboard and sit at the computer and dispatching equipment for long periods of time. Ability to operate dispatching equipment and all other related emergency equipment at efficient speed. Vision requirements include the ability to read routine documents and use a computer. This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.