

## Telecommunicator Job Posting

### Telecommunicator/Dispatcher

<b>Agency Name:</b>	Metro North Regional Emergency Communications Center
<b>Official Title:</b>	<b>Telecommunicator/Dispatcher</b>
<b>Functional Title:</b>	<b>Telecommunicator/Dispatcher</b>
<b>Occupational Group:</b>	<b>Other</b>
<b>Full-Time or Part-Time:</b>	<b>Full-Time</b>
<b>Salary Range:</b>	<b>\$39k-\$52K</b>
<b>Shift:</b>	<b>Multiple</b>
<b>Confidential:</b>	<b>Yes</b>
<b>Number Of Vacancies:</b>	<b>Multiple</b>
<b>City/Town:</b>	<b>Revere/Winthrop Regional</b>
<b>Region:</b>	<b>NORTHEAST</b>
<b>Facility Location:</b>	<b>400 Revere Beach Pkwy</b>
<b>Application Deadline:</b>	<b>Monday November 7 2016</b>

### SUMMARY DESCRIPTION

This position is designated as an Emergency Essential Personnel position. Due to the critical nature of these job functions, this position may be required to report to his/her assigned work site as scheduled, regardless of an emergency situation that may otherwise affect staffing of other state offices. Under supervision, receive phone and other requests for assistance in all fields of public safety (fire, police and EMS), process these requests with the assistance of computer technology and send appropriate assistance using existing guidelines and protocols. Monitor radio frequencies of public safety agencies to answer any calls for assistance received from them. This will be a rotating schedule, 4 days on 2 days off. Shifts will be filled on an as needed basis and at the discretion of the Executive Director based upon operational needs.

### SUPERVISION

General supervision is provided by RECC Dispatcher Supervisor

### REPRESENTATIVE DUTIES AND RESPONSIBILITIES

- All behavior, at all times, complies with the code of conduct of the Host Agencies Department and the Massachusetts General law
- Under supervision, using a computer aided dispatch and other technologically advanced systems, receives emergency and other calls for assistance from the public requesting fire, police, medical or other emergency services.
- Using technology and training, determine the nature and location of the emergency; determine priorities and dispatch public safety (police, fire and EMS) units as necessary and in accordance with established procedures.
- Receive and process 911 emergency calls, enter data for dispatch and transfer calls to appropriate agencies, if necessary.
- Maintain contact with all units on assignment, maintain location information of police and fire units, checking on their status using existing protocols.
- Acting on request or personal knowledge, assign additional units to assist assigned units in the performance of their tasks.
- Monitor direct emergency alarms, answer non-emergency calls for assistance.

- Receive requests for information regarding vehicle registration, driving records and warrants, provide pertinent data.
- Monitor several complex public safety radio frequencies.
- Operate a variety of communications equipment, including radio consoles, telephones and computer systems.
- Process and maintain a variety of reports, records and files
- Operates federal, state and local databases, inputting data and researching at the request of law enforcement personnel. Complies with all regulations of said agencies.
- Operates all equipment in a safe and respectful manner, reporting any deficiencies to a supervisor for remediation or replacement.
- Notifies superiors regarding emergency situations and general activities, per protocols
- Answers, to the best of their knowledge, questions from the public pertaining to departmental policies and procedures or refers same to specific agency for resolution.
- Accesses various confidential law enforcement systems, inquiries of data requested and disseminates to appropriate person(s)
- Maintains confidentiality of all records, inquiries and information within standards of the law.
- In cases where the caller does not speak a language known by the employee or uses TTY services, follows protocols for obtaining assistance for the caller to provide emergency service to the caller.
- Assists in training new personnel, as assigned.
- To the extent possible, responds to citizen requests for information and non-emergency information
- Develops a cursory technical knowledge of equipment used by dispatchers in the performance of their mission so that they can speak to technical repair persons about issues.
- Performs related duties as required.

## **MINIMUM JOB REQUIREMENTS**

High School Diploma/GED;  
 Previous 911 experience strongly preferred  
 State 911 Dispatch Academy and EMD  
 No disqualifying criminal history  
 Successfully pass drug screening  
 Ability to type on a keyboard at sufficient speed  
 Consistently speak in a clear, well-modulated voice

## **KNOWLEDGE AND ABILITIES**

- Work in a high stress environment for long periods of time
- Enter, update and retrieve information from a variety of computer systems
- Maintain basic computer and keyboard skills
- Maintains all required certifications and licenses consistent with their position
- Communicating with persons in highly stressful situations
- Communicating effectively with others

## **COMPETENCIES**

An employee's performance will be evaluated based on five competencies.

- 1) Job knowledge
- 2) Teamwork
- 3) Customer Service
- 4) Flexibility
- 5) Work Ethic

## PHYSICAL REQUIREMENTS / WORK ENVIRONMENT

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include:

- Fulfilling responsibilities characterized by anxiety, confusion and stress
- Maintain constant readiness to answer and dispatch calls
- Maintain safe work practices
- Sitting or standing for extended periods of time in one location
- Operating specialized communications equipment

Maintain effective audio-visual discrimination and perception needed for:

- Distinguishing the difference between colors
- English usage, spelling, grammar and punctuation.
- Operating specialized communications equipment

Salary Range: \$19.00 per hour ó \$25.12 per hour

Excellent benefit package (position includes medical/dental insurance, vacation, holidays, sick leave)

Apply by Sending your cover letter and resume to

Metro North Regional Emergency Communications Center  
400 Revere Beach Pkwy  
Revere Ma 02151  
Attn: Adrienne Javery

All applicants **MUST**:

- (1) Include full name and contact information including residential address and phone number
- (2) Include work history (title, responsibilities, employer, dates worked, and salary)
- (3) Include three references, at least two of which must be professional
- (4) Include in your cover letter why you want to work in this capacity and why you feel you would be a good fit
- (5) Identify any and all education, training, and other supporting professional development (for education, identify date and type of degrees earned, institution name and location; for other training and professional development, identify title/track, brief description, organization, and dates completed)

**IMPORTANT: Failure to follow ALL of the above directions will result in disqualification.**  
**All Applications must be received no later than Monday November 7, 2016 @ 1500hrs.**  
*We are an Equal Opportunity Employer and encourage all qualified individuals to apply*