

Medford

Medford City Hall
85 George P. Hassett Drive
Human Resources Department, Room 204
HR: 781-475-5640 - Fax: 781-393-9489

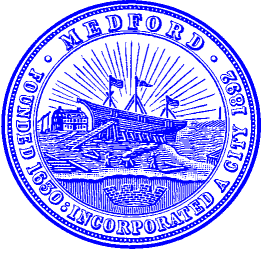
POSITION: **Emergency Telecommunications Dispatcher** #J2024 – 0006 Posted 9/26/24
DEPARTMENT: Medford Police Department **Posting Removal: 10/10/24**
HOURS OF WORK: Full-time (40 hours per week) work hours include working days, evening and night shifts as well as some weekends and holidays. Non-exempt FLSA status and eligible for overtime pay position
SALARY: Union (\$989.82 - \$1,113.81/Weekly)

BASIC FUNCTION:

The 911 Public Safety Dispatcher position serves as the emergency call-taker / dispatcher for emergency and non-emergency requests on E-911 telephone lines, cellular telephones, TTY lines, Text to 911, landline telephones, and radio infrastructure, located at the 911 Medford Police Public Safety Dispatch Center. General work duties include receiving and dispatching calls to the appropriate emergency service – Police, Fire, and/or EMS.

RESPONSIBILITIES:

- Receives emergency and non-emergency calls from the public as well as other public service providers for public safety services, on Next Gen 911 equipment, as well as Text-to-911, video, and TTY calls.
- Manages each call per established guidelines, policies, procedures, and training by requesting critical information from callers such as personal information, location, and the nature of the call.
- Records information; assesses the need for emergency services; determines the appropriate level of response(s); evaluates the relative priority of each response and dispatches the appropriate response unit(s).
- Uses radio communication equipment to dispatch and communicate directly with police and fire units, may also use Computer Aided Dispatch (CAD) and Geographical location tools to relay additional information.
- Maintain accurate daily record of calls and dispatch activities.
- Assist in the training of new 911 Public Safety Dispatchers.
- Activate emergency alert systems including Zetron fire house alarm response systems.
- Provides crisis intervention services.
- Gathers important information on medical calls for dispatch and transfers call to EMS provider to provide critical Emergency Medical Dispatch procedures.
- Utilize communication systems to access the National Crime Information Center (NCIC), the Criminal Justice Information System (CJIS), the Mass OpenFox Messaging System, Zetron firehouse alarm notification system, Vision 21 public, home, and building fire box alarm notification system, and other computer systems.
- Makes entries, inquiries, cancellations, and modifications of records in various systems, databases and paper files, such as NCIC, CJIS, Registry of Motor Vehicles (RMV), stolen vehicle and/or registration plates, missing person files, stolen firearms files, stolen articles files, warrant files for wanted persons, hazardous materials files, and other types of files and/or databases that may be maintained by the Medford Police and Fire Departments.



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- Ask questions to interpret, analyze, and anticipate the caller's situation to resolve problems, provide information, dispatch emergency services, or refer callers to other agencies.

EDUCATION & EXPERIENCE:

MINIMUM: High School Diploma or (GED). A minimum of 1 year of experience in a 911 public safety dispatch center is required.

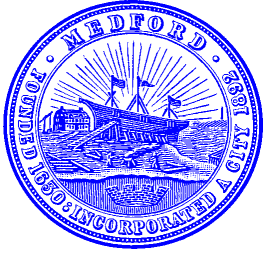
PREFERRED: Prior knowledge and use of QED Computer Aided Dispatch Software is helpful.

Required: candidates for the position are required to undergo a thorough background investigation, including, but not limited to employment, financial and criminal background. A medical and psychological exam is also required.

SPECIAL REQUIREMENTS: The successful completion of a public safety dispatch 5-week academy may be required if not already completed. (May be waived for experienced 911 dispatchers. Successful applicants offered a position must complete a paid 8-week in-house 911 public safety dispatcher training program. Ability to obtain and maintain all dispatch-related certifications, including those for CPR, Emergency Medical Dispatch (EMD), and Criminal Justice Information System (CJIS). Successful applicants are subject to random drug/alcohol screenings.

KNOWLEDGE, SKILLS & ABILITIES:

- Excellent customer service skills, superior keyboard, computer, and communication skills as well as the ability to handle multiple incidents simultaneously in a stressful environment.
- Develop and maintain cooperative and professional relationships with fellow employees, representatives from other departments, and supervisors.
- Use logic and reasoning to reach conclusions in resolving problems.
- Use judgment and decision-making skills to evaluate situations, establish priorities, and resolve matters.
- Think quickly and work in stressful situations.
- Actively listen and communicate effectively through clear speech and hearing.
- Follow instructions and write clearly and with good spelling.
- Establish priorities and pass on information as needed.
- Provide excellent customer service.
- Knows telecommunications systems, which may include transmission, broadcasting, and switching systems, and computerized databases, including teletype operations and procedures.
- Accurately type thirty-five (35) words per minute.
- Ability to answer voice and TTY/TTD (telecommunications devices for the deaf and hearing impaired) telephone calls received from the public.
- Understand basic dispatch codes, as well as standard abbreviations and industry terminology commonly used by emergency medical services and law enforcement agencies.
- Understand geography, highway and city streets of Medford, jurisdictional boundaries, as well as thoroughfares, landmarks, public buildings, and waterways within the jurisdiction.



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WORK ENVIRONMENT:

Standard indoor office environment. The noise level in the work environment is usually low to moderate.

ADDRESS ALL COVER LETTERS AND RESUMES TO
Human Resources Department
City of Medford – Room 204
85 George P. Hassett Drive
Medford, MA 02155

Or send cover letter and resume with the job title in the subject line to
jobs@medford-ma.gov

For the posting, please visit the City of Medford's website – www.medfordma.org

The City of Medford is an Equal Opportunity/Affirmative Action/504 Employer Residents of the City of Medford, Women, People of Color, Veterans and Persons with Disabilities are encouraged to apply.