



Job Description

Position: Dispatcher (PT)
Primary Location: Police Station
Employment Status: Part-time, Hourly, Non-Exempt
Reports To: Chief of Police
Description Updated On: October 5, 2021

Summary/Objective

The Dispatcher (PT) answers and responds to all emergency and non-emergency calls for service by telephone, radio, or other signal system; receives and transmits information to emergency units in the field. Operates two-way radio system, 911 PSAPs, alarm and business telephone lines, and additional telephone lines for after-hour emergency calls. Acts as frontline communication for first responders to keep the public, police officers, Emergency Medical Technicians and Fire personnel safe. The employee is required to perform all similar or related duties.

Essential Functions

- Operates a two-way radio system, 911 PSAPs, alarm and business telephone lines for after-hour emergency calls. Forwards all business calls to the appropriate department personnel. Dispatches all emergency personnel.
- Keeps records of all actions such as alarms received and transmitted, location and nature of emergency, and general services calls.
- Operates dispatching equipment, paging equipment, Computer Aided Dispatch (CAD), call logger, fire alarm, two-way radio equipment, police scanner, various computers, facsimile machine, copier, typewriter, and other standard office equipment.
- Monitors radio transmissions for Police, Fire and Highway, and Animal Control Departments.
- Contacts Animal Control Officer when services are required/requested.
- Transcribes information into IMC program. Disseminates information to appropriate departments in a timely manner.
- Ensures that all responding personnel are informed of all pertinent information for the safety of the public and officers.
- Provides general public with information such as directions, school closings, appropriate procedures to file paperwork, and assisting walk-in general public with any emergencies.
- Keeps department equipment especially emergency call lines, in working order and immediately reports any malfunction or defect to the appropriate agency.
- Monitors station security through electric locking entry system; may be required to monitor prisoners in the holding cell through use of closed-circuit television monitors.
- Monitors video cameras for police and fire, maintain recording machine, and monitors Highway Department and Animal Control Officer lines after hours.
- Receives incoming paperwork such as accident reports, summons, restraining orders and harassment orders.
- Performs a radio test twice daily over the Fire Department frequency and daily over the district radio frequency with surrounding communities.

- Performs a radio test once per week over the local State Police Channel.
- Records all times and any pertinent information pertaining to all incidents.
- Maintains daily logs of open burning permits, cooking permits, agricultural permits, and controlled burns.

Required Qualifications, Education, and Experience

Minimum of a High School diploma or equivalent and a minimum of one (1) year of prior work experience, preferably in an emergency dispatch center environment or any equivalent combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job. Ability to pass and maintain a LEAPS/CJIS Certification and certification in E911 is required. Reliability and punctuality at the workplace is mandatory.

Knowledge, Skills & Abilities

- Must possess: working knowledge of the department's established rules and regulations, orders, policies and procedures relating to emergency dispatching operations; general knowledge of technology including office software (i.e., word processing and spreadsheet applications), the internet and emergency dispatch hardware and related software; knowledge of open burning permits according to Mass General Laws; thorough familiarity with all department operating procedures and policies relating to the use of the radio and other communication equipment; working knowledge of the geography of the Town including street infrastructure and key landmarks throughout the community.
- Will be familiar with the policies and guidelines manual of the Milford Communications Center.
- Must be proficient in oral and written communication skills and possess excellent communication and negotiation skills. Proficiency in the use of radios and other transmitting equipment required.
- Ability to:
 - Handle and carry out dispatch duties often under stressful, life- threatening conditions in a calm, civil manner and to deal with disgruntled members of the public in a tactful manner.
 - Work independently and make consistent decisions in accordance with established department operating procedures; must be able to quickly adapt oneself from a low-key atmosphere to a full emergency high stress situation, or adverse working condition, while still performing duties in a timely and accurate manner.
 - Ability to work independently with frequent interruptions and to attend to details occurring simultaneously while prioritizing tasks.
 - Ability to make decisions regarding the safety of the public, to direct responding personnel and to transmit the information from a caller to emergency personnel with understanding of the situation.
 - Ability to elicit needed information from a caller who may be a child, injured, or incapacitated.
 - Ability to speak clearly and give clear directions over the radio and telephone.
 - Ability to maintain highly confidential information, to think clearly in crisis situations, and make reliable decisions in accordance with the department's policies, rules, and regulations.

Physical and Mental Job Requirements

- Little or no physical demands are required to perform the essential functions of the position. Must be able to lift, push or pull department office equipment. Duties may involve close hand and eye coordination and physical dexterity to operate dispatch center equipment and multiple telephone lines.
- Mental requirements:
 - The employee is required to talk, hear, stand, sit, walk, use a personal computer keyboard, and dispatch equipment often under mentally stressful conditions for extended periods of time.
 - Understand and apply routine verbal and/or written instructions
 - Understand and apply non-routine verbal and/or written instructions
 - Understand complex problems and collaborate to explore alternative solutions

- Organize actions to complete sequential and/or routine tasks
- Organize and prioritize individual work schedule to manage multiple tasks and/or projects
- Organize and prioritize the work schedules of others to manage multiple tasks and/or projects
- Make decisions that have an impact on the individual's work
- Make decisions that have an impact on the immediate work unit's operations and/or services
- Make decisions that have significant impact on a department's credibility, operations, and/or services
- Make decisions that have an impact on the health and wellbeing of Townspeople
- Communicate and exchange routine/basic information
- Communicate and explain a variety of information
- Communicate in-depth information for the purpose of interpreting, and/or negotiating
- Memorization/concentration
- Learning/knowledge retention
- Emotional/behavioral self- regulation
- Interacting with others

Work Environment

- The functions of this role are conducted in an office environment.

Hours of Work

- This role is paid on an hourly basis; part-time employees work per diem during a varied schedule.

AAP/EEO Statement

The Town of Milford is committed to a firm policy in favor of equal employment opportunity and will abide by all applicable state and federal regulations by not discriminating against any applicant or employee on the basis of race, religion, color, creed, sex, age, national origin, citizenship status, marital status, sexual orientation, gender identity and expression, disability or veteran status. Our commitment to equal employment opportunities shall include employment, upgrading, promotion, demotion, transfer, leaves or other absences from work, layoff, compensation and benefits, selection for training or other education, professional opportunities, and conflict resolution.

It is also the policy of the Town of Milford to take affirmative action to employ and to advance in employment, all persons regardless of their status as women, minorities or individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements.

Please inform us of any necessary accommodations required during the application process and/or at any time during employment.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Signatures

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee_____ Date_____

Hiring Manager_____ Date_____