

The Town of Milford is seeking qualified applicants for full-time Civilian Dispatchers.

Reporting directly to the Dispatch Supervisor, this position is responsible for ensuring the highest quality and standards of service to the public and emergency response personnel, ensuring proper and efficient screening and processing of emergency and non-emergency calls for service from the Milford Police and Fire Departments.

The Dispatcher provides aid and support to the personnel of the departments by ensuring messages are clear, concise, accurate and timely. To ensure the highest levels of safety, they must dispatch, document and track the status of all Police and Fire personnel and apparatus. They must maintain and adhere to uniform, standard documentation procedures and protocols through proper utilization of the Department's incident reporting system, and shall be fully familiar with the procedures for all other data recording and entry responsibilities assigned to the Communications Section.

Selected candidates should possess NexGen911, EMD Power Phone, and PST1-APCO Public Safety Telecommunicator-1 certifications, or will be required to attend training courses to acquire these certifications. Additional in-house and off-site training may be required.

Minimum Qualifications:

- Must be certified in Emergency Medical Dispatch (EMD)
- Minimum high school diploma or equivalency
- Accurate typing of 30 words per minute is preferable
- Knowledge of the geography of the Town of Milford is beneficial
- Multi-lingual ability desired

This full-time (40 hours/week) position, operates on a 4 and 2 schedule (four days on/two days off). This position also requires working weekends and holidays as the regular schedule requires. The hourly range for this position is \$21.13 - \$26.98, with a 6% Night Shift Differential offered.

The full job description can be found [here](#). Interested candidates should e-mail resumes and letters of interest to humanresources@townofmilford.com, or mail to the Town Hall at 52 Main St., Milford, MA 01757. Please mark the envelope Attention: Human Resources.

In addition, applicants must download and complete the full application packet found [here](#) and return to Jeanne Davoren, Asst. to the Police Chief, at Milford Police Headquarters, 250 Main St., Milford, Ma. within 14 days.

Accepting resumes until position is filled. Questions may be directed to Jeanne Davoren, Asst. to Police Chief, at 508-634-2363 or e-mail jdavoren@milfordpolice.org

This job posting does not constitute an employment agreement between the employer and the employee. It is subject to change by the employer as the needs and requirements of the job change.

The Town of Milford is an EO/AA employer.