



TOWN OF WESTBOROUGH

FIRE – RESCUE – EMERGENCY MEDICAL SERVICES

42 MILK STREET • WESTBOROUGH, MA 01581 • (508) 389-2300 • FAX: (508) 389-2399

PATRICK PURCELL, FIRE CHIEF

PUBLIC SAFETY DISPATCHER

The Town of Westborough is seeking a full-time Public Safety Dispatcher. The Public Safety Dispatcher handles police, fire and EMS calls for service, as well as greeting the public at the front desk. Candidates must possess excellent oral and written communication skills, have a solid knowledge of computers, be skilled in current forms of technology, the ability to handle and prioritize multiple tasks in a busy, noisy and stressful environment, present a positive public image, work well with others and be self-motivated. Public Safety Dispatchers are assigned to work days, nights, weekends, and holidays on a rotating 4-2 schedule.

Candidates with prior dispatch experience, EMD Certified, E-911 trained or advanced technological skills are encouraged to apply. Additional Training and certificates may be required in the course of employment.

The town offers a competitive salary and benefits package. Public Safety Dispatchers work under a collective bargaining agreement which can be viewed at www.westboroughma.gov at the Human Resources page. Salary up to \$28.15 per hour plus shift differential.

Applications will be reviewed as they are received. Applications, cover letter, and resume shall be delivered in hand to:

Chief Patrick J Purcell
42 Milk Street
Westborough, MA 01581

Equal Opportunity/Affirmative Action Employer



TOWN OF WESTBOROUGH MASSACHUSETTS

Job Title: Public Safety Dispatcher	Reports To: Fire Chief
Department: Fire Department	Job Code: P-2
Location: Fire Department, 42 Milk Street	Hours per week: 40
Revised:	FLSA Status: Non-Exempt

Summary: Maintains control of and operates a centralized public safety communication center with responsibility of providing police, fire, and Emergency Medical Dispatch within the Town of Westborough by performing the following duties:

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Maintains and is in immediate charge of the dispatch area.

Greets visitors and the public with courtesy. Answers or forwards nonemergency requests for assistance.

Receives and screens incoming calls for law enforcement, fire, medical, animal control, or other emergency services. Questions callers to determine location and seriousness of emergency and response needed. Provides pre-arrival/Emergency Medical Dispatch instructions to caller.

Operates two-way radio and/or other communications equipment to dispatch police, fire, medical, and other personnel and equipment and to relay instructions or information to remote units.

Coordinates police, fire, ambulance, and other emergency requests, relaying instructions to closest and most suitable units available.

Enters information into the IMC and LEAPS computer system or other available sources.

Enters, updates, and retrieves information from a variety of computer systems.

Monitors regional police and fire radios and acknowledges daily roll call with Fire District 14 and LPS-7.

Transmits and receives messages between divisions of own agency and other law enforcement agencies.

Processes various reports over the phone and in person when appropriate.

Performs data entry

Monitors silent alarm systems, remote cameras, prisoners via closed circuit TV and other systems used to detect illegal entry and maintain security.

Contacts police supervisors and fire supervisors to verify assignment locations, monitors dispatched units and, when necessary, serves as liaison with caller.

Inform police supervisor when contact with an officer on patrol cannot be made within a reasonable time.

Contacts Fire Chief, Police Chief, Deputy Fire Chief, or Police Lieutenant, at the direction of the Officer in Charge, in case of any death or fatal accident, serious injury, critical incident, explosion, disaster, working residential or commercial fire or when a town official, firefighter or police officer is injured.

Contacts Police Chief or Police Lieutenant when a town official, firefighter, or police officer is involved in a serious crime.

Prepares and maintains fleet maintenance records.

Performs administrative functions as needed and other functions as requested by the Chief or designee.

Supervisory Responsibilities: This job has no supervisory responsibilities.

Education and/or Experience: High school diploma or G.E.D. and six months to one year related experience and/or training; or equivalent combination of education and experience.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Bilingual preferred.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills: To perform this job successfully, an individual should have knowledge of in-house computers, LEAPS/CJIS computer, telephones, Radios Internet software; Word Processing and Spreadsheet software.

Certificates, Licenses, Registrations: Must be E911 certified, PSAP Telecommunications. Must have LEAPS/CJIS Certification.

Other Skills and Abilities: Working knowledge of office practices, procedures and machines. Ability to maintain confidential information. Ability to maintain, manage and organize records. Ability to deal appropriately with employees, other departments and the general public. Ability to communicate clearly and concisely with others, both verbally and in writing. Ability to perform detailed work accurately and efficiently within deadlines. Ability to prioritize multiple tasks and deal effectively with interruptions.

Other Qualifications: Must be available to testify in court when required.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to finger, handle, or feel and reach with hands and arms. The employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Prepared By: Patrick Purcell, Fire Chief	Date: 9/9/2016
Recommended by Town Manager	Date: 9/9/2016
Approved by Board of Selectmen	Date: 11/8/2016