



Scott A. Dumas
Chief of Police

Town of Rowley Police Department

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Job Posting

June 30, 2022

Reserve 911 Telecommunicator Dispatcher

Summary:

The Rowley Police Department is currently looking for a Reserve 911 Telecommunicator Dispatcher. The current open position is non-scheduled, "on call" basis to fill in for benefit days or when extra staffing is required. This is a non-union Grade 5 position with a starting pay rate of \$20.60 per hour.

Subject to the direction of the chain of command as described in **Chapter 3.5** of the Rowley Police Department Policies and Procedures, the telecommunicator assists with the day to day operation of the Department. The telecommunicator is the primary contact to the public and law enforcement personnel entering the police station. By following department policies and procedures he/she will initiate the appropriate response to all requests for services.

Provide emergency response to all requests received through the E911 system, radio system or other telephonic equipment by dispatching law enforcement personnel and equipment to the location of need. This may include, and must be initially determined by the dispatcher, Fire Department personnel and apparatus, emergency medical personnel from ambulance services, Light Department personnel, Highway/Tree Department personnel, Water Department personnel and or any other personnel and equipment from local, state or federal agencies.

Due to observations made or actions taken the Dispatch personnel may be required from time to time to testify in a court of law in a truthful and accurate manner. This includes the cooperation with all prosecuting agencies both local and federal.

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Requirements/Experience:

A minimum of a high school diploma or G.E.D. is required.

If not already certified at the time of hire, must be successful in obtaining certificates within 6 months of being hired as mandated by the Massachusetts General Laws and Department policy. In part these certificates include; Massachusetts Certified 911 Telecommunicator, MPTC certificate of training as a First Responder, CPR, Emergency Medical Dispatch, Suicide Prevention, LEAPS, NCIC and CORI by means of a written examination by the Massachusetts Criminal Justice Information System. Telecommunicator Dispatchers must maintain all certifications and comply with annual recertifications as mandated by M.G.L. and Department policies. This will also include training mandated or inferred by changes in policies and procedures by Local, State and Federal legislation and case law. This position is clerical type employment, which must include proficient typing or keyboard skills, computer literacy with current and typically used software. Both oral and written communication skills must be excellent. Experience working in a stressful and multi tasked environment.

Duties: The below list of responsibilities is merely an example of duties and is not intended to be all encompassing

- As a professional dispatcher he/she must have the demeanor of a professional in both attire and actions at all times.
- Acquire and maintain a thorough knowledge of the location and layout of streets, buildings, parks, housing projects and other significant areas of the community so as to maximize the accuracy and speed of dispatches.
- Be accountable for the securing of CORI sensitive documents and printouts coming into his/her custody.
- Dispatch other emergency services such as fire and ambulance.
- Operate Department's "Computer Aided Dispatch" system, Records Management System and the computer terminal that is part of the NCIC/LEAPS system.
- Operate the NCIC/LEAPS system for the purpose of identifying missing and/or wanted persons or property, R.M.V or DRIVES information and to be capable of making entries in the system. If female, perform the duties of Matron;
 - Search female prisoners when asked to do so by the OIC.
 - Assist arresting officer with booking and fingerprinting.
 - Handle all property taken in accordance with Department Policy.
 - Responsible for the well-being and safekeeping of all female prisoners.

Selection Process:

Those qualified applicants that are interested in applying for the Dispatch position are asked to submit a cover letter and resume to the Office of the Chief of Police. Qualified applicants will be required to participate in formal oral board interviews at a date and time to be determined.

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