

Emergency Telecommunications Dispatcher (ETD)

General Statement of Duties and Responsibilities:

Position's main responsibility is as Dispatcher and call taker of emergency and non-emergency incidents; administrative and technical work in receiving and dispatching routine and emergency information; keeping official records; assisting in the administration of the standard operating procedures of the Communications Center providing 24 hour, seven day a week, service for Police, Fire and Emergency Medical Services; and performing data entry and other Public Safety administrative duties.

Supervision:

Works under the supervision of the Communications Center Administrator and subject to limitations imposed by the Police and/or Fire Chiefs.

Position requires a high ability to work independently and on own initiative with professional and reasonable judgment in making decisions, within authority, in performance of all functions of job while following all set protocols and procedures of job and maintenance of Communications Center.

May receive direction in complex situations from Police, Fire, Emergency Medical personnel or other Mutual Aid Agencies.

Illustrative Duties and Responsibilities:

Operates a multi-task communications switchboard, including computer-aided dispatch systems; operates computers and other office equipment, i.e., copy machine, fax machine, radio and telephone, video and closed circuit television, and cellular phones.

Makes frequent contact with the general public, public safety personnel, other city departments and various other state and local agencies. Communication is by means of telephone, personal discussion, correspondence (reports), radio systems, and other electronic media.

Work is often performed under moderate stress levels and, at times, high stress levels. Errors could be costly in terms of decreased or less efficient protection to persons and property and/or direct financial and legal repercussions.

Has regular access at the department level to a wide variety of confidential information such as criminal history and criminal investigations, personal information about citizens, and department-related plans, programs, and confidential information.

Work is reviewed for the quality of service provided to the public through the examination of records, recordings and performance evaluations. Supervision and control over the collection, storage or dissemination of criminal justice information will be a promulgated by the rules and regulations as set forth by the Criminal History Systems Board.

Essential Functions:

Receives emergency and non-emergency radio and telephone transmissions in the Communications Center; answers all incoming calls on recorded and unrecorded lines in a professional customer oriented, courteous and business like manner; ascertains nature of calls, gathers all necessary information to transmit or relay, and prioritizes calls based upon their nature and time factors.

Dispatches and manages the deployment of Police, Fire and Emergency Medical personnel and response vehicles for emergency and non-emergency incidents; broadcasts nature, location and time of incident; contacts all required personnel; provides supplemental information; ensures the presence of reserve units by contacting personnel designated for call-back; contacts and coordinates Mutual Aid response; relays information as required.

Provides emergency medical instructions to callers by phone; provides pertinent information to responding units by phone and/or radio; coordinates first responder, ambulance and Advanced Life Support intercept.

Monitors alarm systems; keeps accurate information; dispatches units when necessary; notifies personnel when alarms are out of service; assists in testing and maintenance of alarms as needed; contacts responsible parties and/or subscribers.

Maintains radio and telephone communications log; documents the location, safety, and status of personnel and equipment; maintains on-going contact with the responding personnel and keeps them informed of all pertinent information; keeps track of various information such as traffic lights out and streets closed and keeps emergency personnel informed.

Maintains Communications Center work area and equipment in clean and working condition; performs janitorial functions in work area as needed.

Operates radios as needed and assists in radio communications; operates office equipment as required; pages personnel as outlined by policy.

Enters and retrieves information from the CJIS/LEAPS/NCIC computer system in regards to criminal records; warrants, missing persons, and other functions as required and under the terms set forth by the Criminal History Systems Board; enters and retrieves information from the RMV computer in regards to motor vehicle operators licenses, registrations and other functions as required and under the terms set forth by the Criminal History Systems Board.

Enters and retrieves a variety of data and extracts required data from computer and other information systems; maintains reports and records as required or requested per departmental standards.

Inputs data to standard office and department forms, both manual and automated; makes simple postings to various reports; compiles and tabulates data; completes reports to the extent possible.

Knows the Communications Center's jurisdictional authority in relation to all agencies served; maintains thorough knowledge of the streets and neighborhoods of Westfield; maintains a working knowledge of surrounding communities.

Knows the Communications Center's policies and procedures; keeps abreast and complies with all Communications Center guidelines, directives, announcements, special orders, policies and procedures.

Broadcasts pertinent weather bulletins, civil defense bulletins, announcements, criminal activity bulletins and any other information as directed by the Communications Center Administrator and, or Police or Fire personnel.

Responsible to maintain valid and current certification in First Responder/CPR, LEAPS/NCIC, Emergency Medical Dispatch, Enhanced 911, and APCO Basic Telecommunication, or any other certifications needed to hold and perform job duties. Must be willing, and able, to attend job-related and City mandated training; May be required to perform administrative support duties, as time permits, for the Communications Center, Police and Fire Departments; assists with the training of new Communications Center employees.

Performs similar or related work as required or as situation dictates.

Qualifications

Recommended Minimum Qualifications: High school graduate or GED equivalent required plus broad specialized training involving the use of semi-complex procedures requiring special knowledge or ability or some training generally applicable to public safety dispatch work; six months related experience and working knowledge of computers and general office practices such as typing, filing, accounting/bookkeeping required; or any equivalent combination of education and experience. Must have a valid Massachusetts Driver License. Must submit to, and successfully pass, a Massachusetts Board of Probation and an Interstate Inquiry Index record check; must comply with the minimal qualification guidelines established by the Criminal History Systems Board. If do not possess current certification, must acquire within six months of hire, required certifications are: First Responder/CPR, LEAPS/NCIC, Emergency Medical Dispatch, Enhanced 911, and APCO Basic Telecommunication. Knowledge, Ability, and Skill: Must have the ability to perform multiple tasks at the same time i.e., entering information into the computer system, answering the telephone and speaking on the radio; working knowledge with computers, data entry terminals, and pertinent technical terminology. Ability to learn and proficiently use any required computer software, technology, equipment, etc., required for performance of job. Ability to think clearly and act appropriately in crisis situations and handle occasional high level of stress; ability to interact with the general public in a customer service based environment; ability to remain calm when faced with hysterical or irate callers; ability to deal tactfully and appropriately with the general public and other town personnel in an effective manner. Ability to attend to a number of details occurring simultaneously and do so with proficient accuracy; ability to read, write and speak clearly and provide clear directions over a radio or telephone; ability to elicit needed information from an individual who may be a child, injured, in need of emergency service personnel or in a highly agitated frame of mind. Ability to comprehend the full scope of departmental activities, policies and procedures, and independently initiate actions and make decisions in support of those policies and procedures; ability to prepare and maintain detailed and accurate records/reports and maintain multiple filing systems. Ability to type 35 words per minute and operate office equipment including computers.

Special Requirements

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Miscellaneous Information

The City of Westfield is an Affirmative Action/Equal Opportunity employer. (M/F/H).