



**JOB POSTING – March 29, 2024**  
**DEADLINE- Until Filled**  
**INTERNAL FOR 7 WORKING DAYS**

**Job Title:Emergency Telecommunications Dispatcher FT**

**Department: Holyoke Police Department**

**Reports to: Assigned Shift Commander**

**Job Summary:**

Receives requests for police, fire, and emergency medical assistance, including Enhanced 911 (E911) service. Answers telephone calls and dispatches service unit using computer keyboard for data entry into Computer-Aided Dispatch (CAD) to maintain records of incoming calls and dispatching. Monitors police, fire, and other alarm systems. Performs tests and minor maintenance of the emergency telecommunications equipment.

**Supervisory Responsibilities: None**

**Duties/Responsibilities:**

- Processes incoming E911 and other phone calls, obtains detailed information, makes appropriate disposition of the call
- Operates radio, telephones, recording systems, computer systems, E911 equipment, alarm and security systems, and various other police and public safety information systems.
- Receives and processes radio transmissions from police and other various public safety providers and maintains appropriate records.
- Processes information regarding other agencies and departments, enters, and retrieves a variety of data from computer and other information systems.
- Maintains records.
- Operates and maintains standard office equipment.
- Maintains logs including communications, resource and referral data, and the location of personnel and equipment.
- Follows communications center guidelines, directives, announcements and special orders.
- Broadcasts pertinent weather bulletins or other civil defense bulletins.

*The essential functions or duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

**Knowledge, skills, and abilities required:**

- Must be fluent in English. Must be able to remain calm in an emergency. Must have a MA Driver's license and reliable transportation. Ability to write/type proficiently.

### **Knowledge, skills, and abilities preferred:**

- Current APCO (Association of Public Safety Communications Officials) certification and Telecommunication certification.

### **Education, certification, licensure, or other similar requirements:**

- High School graduate or equivalent; Must pass a criminal background check and drug check. If not certified, must become certified in APCO and Telecommunication within one year of hire date.

### **Job Environment:**

- Has constant contact with the public and others by telephone
- Operates office equipment. Errors can result in the disruption or inadequate provision of Police Department services with potentially significant impact upon public safety.
- Has access to sensitive and confidential information about crimes and other matters. Errors could endanger public safety, have legal ramifications, and cause adverse public relations.
- The dispatcher is an essential public safety employee and is required to report to work even during inclement weather or other occurrences that make or may make travel difficult or hazardous.

### **Physical Requirements:**

- The physical demands of this position are similar to any typical office environment, which involves sitting for long periods and using office equipment including a computer and telephone.
- While performing the duties of this job, the employee is frequently required to stand, sit, and use hands.
- The employee is occasionally required to walk, reach with hands and arms, and talk or hear.
- The employee must occasionally lift and/or move up to 20 pounds.

*The physical demands described above are representative of those that must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made with the adequate strength, dexterity, coordination, and visual acuity and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.*

**Fair Labor Standards Act (FLSA) status:** Non-Exempt (hourly)

**Employment status & Hours:** Regular Full Time, 40 hours per work, 2<sup>nd</sup> or 3<sup>rd</sup> shift (based on seniority), including weekends and holidays, inclement weather, rotating 4 days on and 2 days off & **MANDATORY OVERTIME** based on minimum staffing requirements.

**Salary/Pay rate:** \$ 21.7715 (minimum) up to \$ 23.3840 (maximum) per hour (D 27, NAGE)

**Employee Benefits:** Health, Dental, Life Insurance, Optional Vision and Flexible Spending Account (FSA)

**How to Apply:** Please send resume and cover letter to [Personnel@holyoke.org](mailto:Personnel@holyoke.org)