



Internal Job Posting- March 3, 2021

Deadline- March 9, 2021

(1) Full-Time and (1) Part-Time Emergency Telecommunications Dispatcher Holyoke Police Department

Position 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.

Essential functions: 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 able to fluently communicate with callers. Must be able to remain calm in an emergency. Current APCO (Association of Public Safety Communications Officials) certification and Telecommunication certification (highly preferred).

Experience, education, certification, licensure, or other similar required: High School graduate or equivalent; Must be able to pass a criminal background and drug check. If not certified, must become certified in APCO and Telecommunication within one year of hire date. Two years of dispatching experience highly preferred.

Supervision: Works under the supervision of the Police Chief or his/her designee.

Job Environment & Physical Requirements: 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. 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.*

Employment status & Hours: Regular Full-time, generally four (4) days/40 hours per week, third shift: 12:00 a.m. to 8 a.m. or 11 p.m. to 7 a.m. Regular Part-time, generally 20 hours/week, rotating schedule based on the needs of the department, both positions subject to working weekends and holidays with rotating days off.

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

Pay rate: \$19.91-\$21.39/hr (FT, NAGE D-27), \$15.02/hr (PT, NAGE Unit 3) paid bi-weekly

Employee Benefits: City of Holyoke medical, dental, life insurance, FSA, & PTO.



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To apply, please send resume & letter of interest to: Personnel@holyoke.org

The City of Holyoke is an equal opportunity employer and does not discriminate because of age, ancestry, color, creed, disability, ethnicity, family status, gender, genetic information, marital status, military status, national origin, political affiliation, pregnancy, race, religion, sex, sexual orientation, veteran status, or any other legally protected category.

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