

TOWN OF BOXFORD
Full Time Communications Center Dispatcher
December 21, 2023

ESSENTIAL DUTIES AND RESPONSIBILITIES

Processes incoming and outgoing emergency and non-emergency telephone calls for the Town of Boxford Police Department, Fire Department, Department of Public Works and Animal Control Department. This position involves dispatching and coordinating radio communications with the Police Department, other law enforcement agencies, Fire Department and other public safety agencies ensuring agency policy, procedures and goals are met. All Dispatchers are required to maintain all certifications to remain a certified dispatcher in the Commonwealth of Massachusetts.

SUPERVISION RECEIVED

Works under the supervision of the Director of Communications.

SUPERVISION EXERCISED

None.

DESIRED QUALIFICATIONS UPON COMPLETION OF TRAINING

- PowerPhone Emergency Medical Dispatch Certified
- 40 hour Basic Telecommunicator Certification
- 911 Certified
- C.P.R. Certified
- C.J.I.S. Certified or be able to pass C.J.I.S. test
- Proficient in use of current versions of Microsoft Windows, Excel and Word.
- Successful completion of a background check per current policy and procedure

Necessary Knowledge, Skills and Abilities:

- Must be able to work in a public safety environment
- Excellent multi-tasking skills
- Ability to establish and maintain effective working relationships with employees, supervisors, other departments, officials, and the public.
- Ability to communicate effectively verbally and in writing.

HOURS

Forty (40) hours per week, Sunday through Thursday, 3:00 p.m. to 11:00 p.m. There is also the opportunity to work fill-in shifts to cover vacation and sick time for other employees. Availability to work extra hours on all three (3) shifts (11pm to 7am, 7am to 3pm and 3pm to 11pm), is preferred including ability to work Holidays.

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 essential functions.

Work is performed mostly inside the office. Hand-eye coordination is necessary to operate computers and various other equipment. The employee is required to stand, walk, use hands, arms and fingers, handle, feel or operate objects, tools or controls; reach with hands and arms. The employee is also required to sit, climb or balance, stoop, kneel, crawl, crouch, talk and hear.

WORK ENVIRONMENT

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

CONFIDENTIAL INFORMATION

All of the systems utilized by the department are confidential and the sole property of the Town of Boxford. All information generated by the office is available to the general public through a request for public documents. The employee will have involvement with confidential data generated by the department and some confidential data generated by other town departments and town counsel, where disclosure of this information may be detrimental to internal and external negotiations.

SELECTION AND GUIDELINES

Formal application, rating of education and experience; oral interview, and reference check; job-related tests may be required.

DISCLAIMER

The 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.

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

EQUAL OPPORTUNITY EMPLOYER

It is the policy of the Town of Boxford and the Boxford Communications Department to afford equal opportunity to qualified individuals regardless of their sex, race, creed, disability, or national origin and to conform to applicable laws and regulations by law.