



METRO NORTH REGIONAL EMERGENCY COMMUNICATIONS CENTER

SERVING REVERE AND WINTHROP

Communications Officer Employment Opportunity



POSITION: TELECOMMUNICATOR/DISPATCHER

STARTING HOURLY RATE: \$20.56-\$21.59 with an EVE/MID differential

Excellent Benefits

SUMMARY DESCRIPTION

Under general supervision, this position will encompass multiple responsibilities including but not limited to, receiving routine and emergency calls and other requests for assistance in all fields of public

safety (police, fire, medical and other emergency services). Using a computer aided dispatch system, determines the nature, location and priority of the request and dispatches the appropriate resources using existing guidelines and protocols. Monitors alarms and radio frequencies of public safety agencies to answer any calls for assistance received.

To apply: Send resume, and cover letter to jobs@mnrecc.org or by mail to MNRECC, 400 Revere Beach Parkway, Revere MA 02151.

The essential functions or duties listed below are intended only as illustrations of the various type 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.

DUTIES AND RESPONSIBILITIES

- Using computer aided dispatch and other technologically advanced systems, receives emergency and other calls for assistance from the public requesting fire, police, medical or other emergency services.
- Using technology and training, determine the nature and location of the emergency; determine priorities and dispatch public safety (police, fire and EMS) units as necessary and in accordance with established procedures.
- Receive and process 911 emergency calls, enter data for dispatch and transfer calls to appropriate agencies, if necessary.
- Maintain contact with all units on assignment, maintain location information of police and fire units, checking on their status using existing protocols.
- Monitor direct emergency alarms, answer non-emergency calls for assistance.
- Receive requests for information regarding vehicle registration, driving records and warrants, and provide pertinent data.
- Operate a variety of communications equipment, including radio consoles, telephones and computer systems.
- Operates federal, state and local databases, inputting data and researching at the request of law enforcement personnel. Complies with all regulations of said agencies.
- Operates all equipment in a safe and respectful manner, reporting any deficiencies to a supervisor for remediation or replacement.
- Accesses various confidential law enforcement systems, inquiries of data requested and disseminates to appropriate person(s).
- Maintains confidentiality of all records, inquiries and information within standards of the law.
- In cases where the caller does not speak a language known by the employee or uses TTY services, follows protocols for obtaining assistance for that caller to provide emergency service to the caller.
- To the extent possible and permissible, responds to citizen requests for information and non-emergency information.

- Becomes familiar with and maintains a working knowledge of the communities they serve. Including but not limited to streets, parks, beaches, and municipal buildings.
- Performs all other assignments as requested by Administration.
- The Director and Assistant Director reserve the right to add additional responsibilities in the future.
- Performs other related duties as required

REQUIRED SKILLS

- Recall details and record information/numbers quickly and correctly.
- Simultaneously process information from multiple sources (verbal and text) and keep information clear, organized, and prioritized.
- Quickly and accurately recall information, specifically names, numbers, and details.
- Communicate effectively and professionally, both orally and in writing.
- Work collaboratively and cooperatively with co-workers and other agencies.
- Ability to work various shifts as assigned including early morning, day, and night hours, overtime, weekends, and holidays.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

Maintain physical condition appropriate to the performance of assigned duties and responsibilities, which may include:

- Fulfilling responsibilities characterized by anxiety, confusion and stress
- Maintain constant readiness to answer and dispatch calls
- Maintain safe work practices
- Sitting or standing for extended periods of time in one location
- Operating specialized communications equipment

Maintain effective audio-visual discrimination and perception needed for:

- Distinguishing the difference between colors
- English usage, spelling, grammar and punctuation.
- Operating specialized communications equipment

ADDITIONAL REQUIREMENTS

- High School Diploma/G.E.D.
- 18 Years of Age
- Previous 911 experience strongly preferred
- No disqualifying criminal history
- Successfully pass drug and alcohol screening

- Ability to type 30 Words per minute with 90 percent accuracy
- Consistently speak in a clear, well-modulated voice
- Working knowledge of Revere and Winthrop
- Accepted identification such as a state issued ID, drivers license, or passport.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the person so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

The Metro North Regional Emergency Communication Center is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or protected veteran status, or any other legally protected basis, in accordance with applicable law.

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