



**** EXTERNAL POSTING ****

Title:	Public Safety Dispatcher	Classification:	PD-1, 40 Hrs/Wk, Benefited, Union
Department:	Ludlow Police Department	Grade:	PD1
Reports to:	Sergeant On Duty	Salary:	\$17.3659 to \$22.1673, Eff. 7/1/20
		Effective Date:	August 17, 2021

GENERAL SUMMARY

The Public Safety Dispatcher position serves as the processing point for virtually all telephone and computer communications entering and leaving the Police Department utilizing the latest CAD and 911 technologies, supported by two dispatch consoles that utilize IMC CAD, IMC mobile data terminals, E-911 services, and Motorola Digital Communications. Additionally, this position renders assistance to walk-in traffic and is also involved in the processing of written correspondence. By following established procedures and employing common sense, the Dispatcher receives police and fire emergency communications and dispatches them to the proper agencies, authorities and personnel. Responsible for the initial deployment of public safety personnel and equipment subject to the provisions of the applicable written directives; maintaining efficient, effective, and standardized operations of the department's dispatching and multi-frequency radio system in accordance with FCC procedures and requirements. The Dispatcher also maintains and retrieves records, files and information for dissemination to patrol units and department personnel.

KEY RESPONSIBILITIES

(The essential functions listed below are intended only as examples 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.)

- Receive incoming emergency/non-emergency communications for and from law enforcement, fire and emergency medical personnel and agencies, as well as the public, by multi-line telephone, multi-frequency radio, TTY and TDD telephone systems, computer communications and alarms.
- Obtain and gather sufficient detailed information from the reporting person to accurately evaluate the nature of the call and determine emergency status, appropriate response, priority, and factors affecting safety and efficiency of response.
- Determine the initial deployment and coordinating the activities of police, fire and ambulance units to the scene of crimes, motor vehicle accidents, fires, or other emergencies; monitor active units to ensure that sufficient back-up or second response units are available for service or mutual aid.
- Evaluate medical emergency situations and provide instructions within the scope of training and procedures; dispatch police, fire, ambulance or appropriate response units as required.
- Disseminate information concerning wanted persons, stolen vehicles, missing persons, and other police information as may be received by the CJIS computer, telephone or other means.
- Inform, update, notify and report, according to policies and procedures, to the Sergeant on Duty and Chief of Police of appropriate events such as any deployment of police officers beyond their regularly assigned route or sectors, loss of contact with an officer, equipment failure, change of officer deployment, fatal traffic accidents, homicides, civil disturbances, etc.
- Record, maintain, write, answer, and type communications logs, complaint forms, reports, and routine correspondence.
- Monitor closed-circuit television to provide station security and proper supervision of persons confined.
- Maintain the security of all records within the communication center; do not divulge any information of a confidential nature or which relates to departmental business; prohibit the removal of any records, reports, or written communication from the communication center without specific authority of the dispatcher supervisor or Chief of Police.
- Perform all functions, duties and responsibilities within the scope of and according to departmental policy; and perform any other public safety duties assigned.

Carrie Ribeiro, SPHR
Director, Human Resources



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MINIMUM QUALIFICATIONS

Qualified candidates must have a high school diploma or equivalent certificate; be at least 21 years of age at the time of employment; have no serious criminal or motor vehicle violation records that would indicate a disrespect for the law, dishonesty or criminal behavior or inability to command the respect of coworkers; have a valid driver's license; be able to type a minimum of 30 words per minute; and complete a one-year minimum probationary period. Must also be able to successfully complete all post-appointment training: Dispatcher academy; E911, First Responder, and CPR/AED training and certifications; Suicide Prevention Course; Hazmat Training and all other training that is provided, required or mandated. Candidate must also have ability to become proficient in the computer aided dispatch (CAD) system as well as certified as an Emergency Management Dispatcher (EMD). A Dispatcher must be able to remain calm under pressure; pay attention to detail; maintain strict confidentiality; work a rotating schedule of four (4) days on and two (2) days off which includes weekends, holidays, rotating shifts, and remaining on duty until relieved or work an occasional double shift. Regular and punctual attendance is a requirement of the position.

SUBMISSION DEADLINE

Interested candidates should submit a **resume, cover letter and completed Town of Ludlow application** (available at www.ludlowma.us:81/HR/) by **Monday, August 31, 2021**, via email to HR@ludlow.ma.us. **No application submissions will be accepted if incomplete or received after the deadline.** Qualified applicants will be called for an interview. Applications are not held on file.

DISCLAIMER - *The above statements are intended to describe the general duties to be performed and are not an exhaustive list of all requirements. Employees may be required to perform duties outside of their normal responsibilities from time to time as needed. This description does not constitute an employment agreement and is subject to change as the needs of the employer and requirements of the job change.*