



NOTICE OF VACANCY

TITLE: Communication Center – Public Safety Dispatcher
DEPARTMENT: Salem Police Department
POSITION STATUS: Full-time, AFSCME Local 1818 position, with benefits
REPORTS TO: Patrol Division Commander and Officer in Charge or his/her designee
SALARY: **STEP I**
\$1,057.11
Night Differential: 9%/hr.; Weekend Differential: \$.50/hr.

JOB SUMMARY

The Communications Dispatcher (CD) performs a full range of radio and telephone operational duties and is required to process and prioritize incoming calls for police, fire, and EMS assistance. The CD has frequent telephone contact with members of the community; some situations are emergency in nature, and they must be able to think and act clearly and calmly. This Communications Dispatcher must be able to work in a high volume and multi-task environment.

DUTIES

Uses a computer-aided dispatch system for multiple entries per call, receives emergency calls from the public requesting police, fire, medical and other emergency services. Coordinates dispatching of all public safety services and equipment by receiving and transmitting radio calls.

Determines the nature of the emergency; obtains appropriate information for clear direction to the caller and the public safety respondents to ensure their safety, prioritizes service call, dispatches public safety personnel as necessary and in accordance with established policy and procedures.

Operates LEAPS/NCIC Computer and State-run Open Fox, learns and maintains familiarity with all procedures for operation, date entry, data retrieval and clearance capabilities.

Immediately answers and processes all incoming calls giving priority to 911 calls first, landlines and cellphones, regular emergency lines second and business lines third, conducting all conversations in a courteous and professional business-like manner.

Obtains all necessary information from all callers.

Maintains contact with all units on assignment, maintains status and location of police and fire units, and provides communication and support services to the police and fire responders and supervisors.

Enters, updates, and retrieves information from a variety of internal and external law enforcement computer systems and maintains accurate up to date files and log reports as necessary.

Receives requests for information regarding vehicle and operator records and history, as well as reviews and furnishes specific information on individuals through a variety of systems, including CORI, RMS, Warrants, Firearms and involvement history or location/address history as requested and in accordance with procedures.

Monitors several complex public safety radio frequencies. Operates and maintains a variety of communications equipment, including radio consoles, telephones, and computer systems.

Monitors all prisoners on the video screens continuously while in custody, notifying appropriate public safety personnel of any emergencies or unusual occurrences observed. Assists citizens in completing departmental forms as necessary.

The duties listed above are intended only to illustrate the type of work that may be performed, as there may be other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of principles, practices and methods related to dispatch and communications. Ability to follow written and verbal instructions.

Ability to read, write and spell the English language and ability to speak Spanish desirable and highly preferred.

Ability to critically listen, obtain expansive amounts of information and then relaying that information clearly, succinctly, and articulately.

Ability to communicate clearly in person, by telephone and in writing.

Strong proficiency with Microsoft Word, Outlook, Excel, and a strong capacity to quickly learn multiple database systems. Ability to type at an adequate entry rate of 25+ words per minute.

Ability to satisfactorily complete Basic Dispatcher's School given by the Massachusetts Police Training Council and 9-1-1 certification program, as well as maintain that certification yearly through required training programs as determined by the State and by the Police Department, including applications of criminal law and changes to the law to respond appropriately to requests for service.

QUALIFICATIONS

High School diploma and work experience which demonstrates dependability, ability to multi-task, ability to work and function in a high volume – high stress environment.

College education preferred. Emergency telecommunications experience and experience with computer aided dispatch systems preferred. Certifications in police/fire telecommunications, E911, Emergency Medical Dispatch, LEAP/CJIS and prior public safety agency experience preferred.

PHYSICAL DEMANDS AND OFFICE ENVIRONMENT

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. While performing the duties of this job, the employee is required to be mobile and communicate, and multitask. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The work environment is busy, sometimes noisy and intense. Work is frequently performed in emergency and stressful situations.

Interested individuals are encouraged to apply using this email address:
jobs@salem.com. Position open until filled.

HUMAN RESOURCES, 98 Washington Street, 3rd floor, Salem, MA 01970
Lisa B. Cammarata, Director

DATE: May 10, 2024

The City of Salem is an Equal Opportunity/Affirmative Action Employer and does not discriminate on the basis of race, color, national origin, religion, gender or gender identity, familial status, disability, ancestry, age, marital status, public assistance status, sexual orientation, veteran history/military status or genetic information.