
Nashoba Valley Regional Dispatch District

External Posting for FT Regional Public Safety 9-1-1 Civilian Dispatcher

Agency Name: Nashoba Valley Regional Dispatch District

Official Title: Regional 9-1-1 Civilian Dispatcher

Functional Title: Telecommunicator / Dispatcher

Full-Time or Part-Time: Full-Time

Salary Range: Probation: \$40,955.20

Otherwise: \$43,742.40 - \$45,136.00

Shift: Determined by Bid

Number of Vacancies: Multiple

Facility Location: 270 Barnum Road

Mailing Address: P.O. Box 2171

City/Town: Devens, Massachusetts

Date Posted: December 18, 2018

Application Deadline: Open until filled

Job Summary:

Under the general supervision of a dispatch supervisor, using a computer-aided dispatch system, receive emergency calls from the public requesting police, fire, EMS, or other emergency services for seven (7) communities. Determine the nature and location of the emergency; determine priorities, and dispatch police, fire, EMS or other emergency units as necessary and in accordance with established policy and procedures. Receive and process 9-1-1 emergency calls from multiple member communities, maintain contact with all field units on assignment, maintain status and location of police and fire units. Monitor direct emergency alarms, answer non-emergency calls for assistance. Enter, update and retrieve information from a variety of computer systems. Work with a team of one or more telecommunicators on duty. Receive multiple requests for information simultaneously, and process those requests accurately and in a timely fashion. Monitor multiple public safety radio channels simultaneously. Operate a variety of communications equipment; including radio consoles, telephones, computer systems, closed circuit camera systems, and alarm monitoring equipment.

Duties and Job Responsibilities:

The duties listed below are only intended as illustrations of the various types of work that may be performed. The omission of specific duties or responsibilities does not exclude them from the position if the work is similar, related or an assignment for this position.

- Perform activities relative to the dispatching messages and information

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- Receives instructions regarding work assignments and will have performance reviewed to determine effectiveness
- Attendance will be monitored for punctuality and regularity
- Receive messages for participating communities, evaluate the information and take the proper course of action
- Maintain complete and accurate records of messages, complaints and information received and transmitted
- Operate various types of communications and office equipment
- Perform other related work that will be assigned by the Shift Supervisor or Executive Director

Qualifications:

The attributes listed below are representative of the knowledge, skill, and/or the abilities required to successfully complete the daily job requirements of the position of Communications Officer/Dispatcher

- Ability to understand and speak English clearly
- Ability to multitask
- Ability to process large amounts of data quickly and efficiently
- Ability to work both independently and with others
- Ability to work effectively with the general public
- Ability to work any and all shifts
- Ability to work nights, weekends, overtime, holidays and a rotating schedule
- Ability to handle stressful situations
- Ability to type at least 25 WPM
- Preference is given to those with current Massachusetts NG 911 certification
- Preference is given to those with public safety work experience, especially in public safety 9-1-1 telecommunications

Training/Education:

Education and experience equivalent to graduation from high school, college degree preferable in related field studies. Trainees will be required to attend and pass Massachusetts State 9-1-1 Department dispatch training. All Commonwealth of Massachusetts 9-1-1 required certifications must be obtained and maintained to hold a Communications Officer/Dispatcher position as well as meet the additional training requirements set forth by the District.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

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- Must be able to perform tasks which involve the ability to exert light to moderate physical effort in sedentary to light work on a daily basis.
- Tasks involve extended periods of time at a desk or workstation sometimes up to 16 hours.

Work Environment:

The Nashoba Valley Regional Dispatch District (NVRDD) is a progressive, expanding regional 9-1-1 dispatch center that handles the emergency and non-emergency dispatch duties for the towns of Berlin, Bolton, Devens, Harvard, Lancaster, Lunenburg & Townsend. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position.

- 24/7 work environment, divided between 3 shifts.
- Office work environment

Posting Timeline:

The external posting period for this position will expire once the vacancy has been filled.

Salary and Benefits:

Salary (entry-level) \$19.69 probationary period rate per hour. After probationary period, rate is commensurate with 5 steps as per the Collective Bargaining Agreement which is currently in place with MASSCOP Local 439. Current step 1 rate is \$21.03. Evening shift differential is 3% and midnight shift differential is 5%. Salary for well qualified applicants may start at a higher step rate.

Shift schedule is on a 4 days on and 2 days off (4x2) rotating basis and bid twice a year and determined by seniority.

Benefits – Vacation, personal, and sick time; Holiday bonus incentive; Longevity pay; Medical and dental insurance; Optional life and disability insurance; Employee Assistance Program and Worcester County Regional Retirement.

To Apply:

Please submit your resume and letter of intent by email to ross.klun@nvrdd.us or by mail to:

Nashoba Valley Regional Dispatch District
Attn: Executive Director Ross Klun
270 Barnum Road
PO Box 2171
Devens MA, 01434

The Nashoba Valley Regional Dispatch District is an Equal Opportunity Employer.