

Help Wanted: City of New Bedford hiring Emergency Telecommunications Dispatcher

CITY OF NEW BEDFORD POLICE DEPARTMENT

EMERGENCY TELECOMMUNICATION DISPATCHER \$14.26hr – \$20.79hr

NEW BEDFORD POLICE DEPARTMENT

Receives and processes calls for assistance from various sources. Establishes effective communication with the person(s) requesting assistance using the appropriate hardware identifying necessary information for dispatching an effective emergency response. Answers telephone calls promptly and courteously, and expeditiously routes calls to their proper destination. Immediately dispatches patrol cars, ambulances, fire apparatus, rescue squads or other personnel and equipment as may be needed to handle all complaints and requests for assistance. Displays a calm, articulate, polite and concise manner when broadcasting. Refrains from the use of an angry or impatient tone of voice while broadcasting. Alerts personnel responding to hazardous calls with information relating to the nature of the call, as will enable them to take suitable precautions, and shall so advise personnel when such information is not available and keeps them informed as other information is made available. Promptly acknowledges all radio messages and takes appropriate action.

Acquires thorough knowledge of the location and layout of streets, building, parks, housing projects and significant areas of the community to maximize time, accuracy and speed of dispatches. Conducts all radio operations in accordance with Federal Communications Commission (FCC) procedures and requirements. Be especially alert to the signals received on electric protection alarm devices in the communications console area and initiates necessary action thereon. Remains

at the communications desk at all times while on duty unless relieved by an authorized individual and does not allow anyone to use the communications equipment unless authorized by a competent authority. Thoroughly familiar with and activates all emergency procedures relating to holdups, alarms, fires, medical aid or other matters requiring urgent attention. Responsible for keeping all certifications up to date. (911; APCO (Association of Public Safety Communications Officials); EMD (Emergency Medical Dispatching); LEAPS (Law Enforcement Agencies Processing Systems). Preference will be given to applicants who have certification on NCC/LEAPS (National Communications Center/Law Enforcement Agencies Processing Systems) computer, Telecommunication certification, CPR (Cardio Pulmonary Resuscitation) and EMD (Emergency Medical Dispatching).

High school graduate or equivalent. Ability to speak clearly and distinctly in English with basic verbal and written communications skills. Basic knowledge of the principles involved in the operation of radio telephone, computers and related communication equipment. Ability to accurately pass a standardized typing test, scoring no less than a minimum rate of 30 words per minute. Mandatory CORI (Criminal Offender Record Investigation) background check.

For application/complete job description, please visit www.newbedford-ma.gov or contact the Personnel Dept., 133 William St., Room 212, 508-979- 1444. Applications will be accepted until a suitable candidate is found. **New Bedford has a residency requirement.** EEO