

Emergency 911 Dispatchers Job Description

Emergency 911 Dispatchers are responsible for coordinating a prompt and efficient response to requests for police, fire, Sheriffs' services or emergency medical service. The emergency 911 dispatcher has primary responsibility for the initial deployment of personnel and equipment subject to the provisions of the applicable written post orders. The Emergency 911 dispatcher must dispatch in a clear, concise and timely manner to provide efficient and diligent service utilizing professionalism and common sense.

Emergency 911 Dispatchers shall maintain accurate and uniform documentation of all dispatched activity properly utilizing the CAD and shall be familiar with the procedure for all other data recording and entry responsibilities assigned to the Dispatch Center. Additionally, the Emergency 911 Dispatcher maintains and retrieves records, files, and information for prompt dissemination to field units and departmental personnel.

Essential Duties and Responsibilities:

Operates radios, telecommunications equipment, recording devices, computer terminals, and records management systems.

Be thoroughly familiar with the department's policy and procedure for using the telephone, radio, and other communications equipment, including the TDD interface, to receive calls from the hearing impaired and facilitate operation of a language line system for the non-English speaking public.

Utilizes and maintains a solid working knowledge of procedures and policies.

Answer all incoming calls from the general public and/or emergency 911 promptly and appropriately and assist all callers in a calm, courteous and professional manner. When multiple telephone calls are received, service & transfer them according to priority.

Obtain all necessary information from telephone callers to determine the incident location utilizing maps and any available tools and relay that information to responding personnel to maximize the accuracy and speed of dispatch.

Provide information via communications systems to coordinate the activities of emergency and other public safety personnel who are engaged in responding to critical incidents and major threats to public safety and/or security such as natural disasters, fires, domestic abuse reports, emergency medical situations, psychological commitments, vehicle pursuits, surveillance, searches, safety hazards, etc.

Conduct all radio transmissions according to the Federal Communications Commission rules and the departments established procedures.

Maintain situational awareness of local, regional, state, and national emergencies, weather events, mutual aid status, significant incidents, planned events, etc.

Notifies appropriate command staff / Officer in Charge of emergency events as policy dictates.

911 dispatchers are essential and required to work regardless of weather or other challenges.

Maintain constant and diligent monitoring of the communications and CAD system and immediately respond to all requests for assistance or service.

Accurately maintain and update the CAD system status, indicating the availability and appropriate coverage of police units, fire apparatus and or EMS.

Disseminate information concerning wanted or missing persons, stolen vehicles, messages, warrants, BOLO's, and other police information through CJIS/ Open Fox, phones, radios, or other means.

Monitor closed circuit televisions, other security systems and relay pertinent information to responding units.

Keep all personnel dispatched to incidents fully updated by providing information affecting officer and scene safety.

Perform other duties as may be assigned or required by the department.

Qualifications / Skills / Knowledge

High school diploma or equivalency issued by the Massachusetts Department of Education.

Experience working and speaking with the public is required.

The successful completion of a background investigation, medical exam and drug test are required.

Candidates must have or be able to obtain the following certifications: Department of Criminal Justice Information Systems (DCJIS) certification, Next Generation 911 equipment, Emergency Medical Dispatcher, CPR, First Responder and APCO Public Safety Telecommunicator.

Operation of the two-way radio, telephone, computer skills and related communications equipment.

Ability to speak clearly and concisely, providing detailed information under stressful circumstances.

Ability to understand and follow oral and written instructions.

Ability to develop skills and speed in the operations of the communications equipment within a reasonable period of time and to demonstrate a knowledge of public safety practices and procedures.

The duties listed above are intended only as illustrations of the various types 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.

The job posting does not constitute and constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.