

Job Title: Civilian Emergency Communications Officer (ECO)

Job Posting:

The Town of Newbury MA is seeking qualified civilian Emergency Communications Officers (ECO's) to work a minimum of 16-hours a week. Candidates will be expected to answer and process emergency and non-emergency calls for police, fire and ambulance service. Available shifts include overnights, evenings and days including weekends and holiday. This is a non-benefits eligible position. The Newbury Police Department is an equal opportunity employer.

Job Description:

Provide emergency and non-emergency police, fire and medical telecommunication services to the public by answering emergency 911 calls and dispatching appropriate personnel and equipment. Maintains an accurate status of all emergency and non-emergency personnel and equipment to ensure prompt and accurate documentation of responses. Monitor prisoners through the camera system and document appropriate prisoner watch logs. Female ECO's may have an opportunity to be trained as a matron as well. Candidates must have excellent communication skills, possess the ability to operate radios, learn the IMC computer system software and be able to enter, update and retrieve information through local state and federal systems. Applicants must be able to answer and appropriately direct administrative phone lines and possess the ability to use our voicemail and outlook email systems.

Minimum Qualifications:

Applicants must be at least 18 years old, have a minimum of a high school diploma or equivalent and must possess a valid driver's license. Applicants must have excellent verbal, writing and typing skills. Applicants must have a strong working knowledge of computer skills, possess the ability to multi-task and possess the ability to work professionally under high stress conditions. Applicants must be of high character and integrity. Candidates must be able to work in a paramilitary organization and follow chain of command.

Preferred, But Not Required Qualifications:

Previous dispatch/ EOC experience in police, fire or emergency services. Certifications in CPR, First Aid, MA Next Generation 911, CJIS and Association of Public-Safety Communications Officials (APCO) PST1 Certification. Experience with IMC computer systems.

Salary:

Current starting rate of pay is \$18.21/ hour. This is a non-benefits eligible position.

Application Process:

Employment inquiries, resumes and cover letters can be mailed via US Postal Service, electronically submitted or hand delivered to Newbury Police Department, ATTN: Deputy Chief Patty Fisher, 7 Morgan Ave, Newbury, MA 01951.

Applicants must successfully pass a pre-employment background check and a CORI. Applicants will be expected to participate in an interview process that may including but not limited to 1:1 or panel interviews.

Submitter email: Deputy Chief Patty Fisher @ p.fisher@newburypolice.com

Submitter Phone: 978-462-4440 x105