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Date: May 16, 2023

Job Title: Full-Time Emergency Communications Dispatcher (ECD)

Job Posting: The Newbury Police Department is seeking a qualified, civilian, full-time Emergency Communications Dispatcher (ECD), who shall be scheduled on a 5-and-2 schedule, for forty (40) hours per week.

Skill in:

- Communicating clearly, concisely and effectively, both orally and in writing;
- The operation of multi-channel radio with multiple frequencies, distinguishing and recognizing a variety of radio voice transmissions;
- The use of computer/ keyboard devices to retrieve and/or enter information;
- Effective decision making/ problem solving based on a limited amount of information in crisis or emergency situations;
- The use of modern office equipment (e.g., various keyboards, multi-line telephone system, photo copiers, radio devices, FAX machines, shredders, etc.);
- Possess the ability to share knowledge via training as assigned by the Lead Emergency Communications Officer;
- Candidates must be able to pay attention to detail and be able to multi-task efficiently.

Ability to:

- Operate computer-aided dispatch (CAD) equipment;
- Establish, develop, and maintain courteous and effective working relationships;
- Accept and apply constructive criticism and critiques;
- Maintain emotional control and work effectively during emergencies, crisis situations or extremely stressful conditions;
- Consistently speak in a clear, well-modulated voice;
- Multi-task, organize, prioritize and adapt to constantly changing situations, and effectively take appropriate action;

- Read, understand and interpret moderately difficult to complex writing information (e.g., policies, procedures, rules, regulations, statutes, etc.);
- Understand verbal instructions in the use of specialized equipment;
- Work independently with minimal supervision, exercising good judgement in the safeguarding of confidential or sensitive information;
- Perform detailed work with high degree of accuracy, at times during stressful situations;
- Accurately understand various transmissions (e.g., telephone radio, etc.) and transcribe information (e.g., numbers, letters, names and facts) from one source to another in a timely manner;
- Effectively interpret a variety of maps and dispatch information to field personnel;
- Accurately interpret and follow Department ruled & guidelines, (e.g., general orders, rules, regulations, policies and procedures);
- Work within deadlines in order to complete assignments;
- Calculate mathematical problems involving addition, subtraction, multiplication and division of simple to moderate difficulty;
- Interact with visitors in person in a courteous, professional and effective manner;
- Develop, lead, and participate in team and work groups;
- Safeguard confidential information;
- Train new employees
- Successfully complete annual training and recertifications.

Working Conditions/ Physical Requirements:

- 24-hour / 7-day emergency dispatch center operation setting;
- Paramilitary environment;
- Work a variety of weekdays, weekends and holidays;
- Possess the ability to administer first aid/CPR to the sick and injured;
- Must be able to have contact with the general public, including but not limited to having contact with personal property and prisoners;
- Subject to mandatory call-in coverage;
- May be required to sit for extended periods of time with limited breaks;
- Are required to work inside, usually in the same room, for entire shift.

Minimum Qualifications:

- Applicants must be at least 18 years old;
- Requires a High School Diploma or GED equivalent;
- Must be able to successfully complete all required internal and external training;
- Possess a valid driver's license;
- Must successfully complete a thorough background investigation, including the possibility of drug screening.

Preferred, But Not Required Qualifications:

- Previous dispatch/ EOC experience in police, fire or emergency services;
- Experience doing clerical or customer service work;
- 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 and Benefits:

Hourly wages: \$23.69 per hour

Shift adjustment: Evening Shift (3%) / Overnight Shift (6%)

Overtime: Time-and-a-half

Holiday Rate: The Town Recognized twelve (12) holidays, of which full-time ECO's will be paid double-time if they work. If a holiday falls on an employees regular day off or vacation, [s]he shall receive an additional either (8) hours off with pay. Said day shall be granted at the discretion of the Chief of Police or his/her designee.

Vacation Time: Eighty (80) hours paid vacation to be used each fiscal year.

Sick Time: ECO's shall accrue ten (10) hours of sick leave pay for each month of service with a maximum accrual of nine hundred and sixty (960) hours.

Retirement: Included in Essex County Municipal Retirement

Uniform Allowance: \$400.00 per fiscal year

Benefits: As offered by the Town of Newbury, MA

Application Process:

Interested candidates must submit a resume and letter of interest outlining your qualifications, by to:

Newbury Police Department
Deputy Chief Aaron Wojtkowski
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Newbury, MA 01951
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The Newbury Police Department is an Equal Opportunity Employer