

PATRICIA A. FISHER  
Chief of Police  
7 Morgan Avenue  
Newbury, MA. 01951



ORI-MA 0052200



EMERGENCY: 911  
TEL: (978) 462-4440  
BUS. FAX: (978) 463-3056  
[www.newburypolice.org](http://www.newburypolice.org)

**Date:** February 2, 2024

**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.);
- 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 written 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: \$24.16 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  
7 Morgan Avenue  
Newbury, MA 01951  
978-462-4440 x124  
[a.wojtkowski@newburypolice.com](mailto:a.wojtkowski@newburypolice.com)

The Newbury Police Department is an Equal Opportunity Employer

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## **Emergency Communications Officer Job Description**

The Emergency Communications Officer (ECO) receives all oral communications from the public and law enforcement personnel coming into the police station. By following established procedures and employing common sense, he/she transmits requests for service to the appropriate location.

He/she also provides dispatch service and communications for other Town agencies, including the fire department, landfill attendant, highway department, lifeguards and the Massachusetts Emergency Management Agency (MEMA).

Subject to the provisions in the Manual sections covering Policies and Procedures, the ECO has the primary responsibility for the initial deployment of law enforcement personnel and equipment.

### **Duties and Responsibilities**

It is the duty and responsibility of the ECO to:

1. Report any deployment of police officers beyond their regularly assigned routes or sectors to the Officer in Charge;
2. Inform the Officer in Charge whenever a police vehicle is out of service;
3. Announce the call letters of the Department as issued by the FCC;
4. Be thoroughly familiar with the Department's procedures relating to the use of radio and other communication equipment;
5. Acquire a thorough knowledge of the location and lay-out of streets, buildings, parks, housing projects and other significant areas of the community so as to maximize the accuracy and speed of dispatches;
6. Respond to all complaints received in a calm and civil manner;

7. Be familiar with emergency procedures that relate to matters requiring urgent police attention so as to be capable of activating them immediately;
8. Keep personnel who have been dispatched on calls fully informed of all facts affecting the safety or efficiency of their response to the call. Respond to requests made by officers in patrol cars;
9. Inform the Patrol Supervisor when contact with an officer on patrol cannot be made after a reasonable amount of time;
10. Maintain equipment, especially the emergency call lines, in working order and immediately report any malfunction or defect to the Officer in Charge;
11. Record all significant communications as required by current Departmental directives;
12. Answer all telephone calls promptly and respond by stating "Newbury Police Department," followed by his/her rank and surname;
13. Maintain police log in "real time" and keep same accurate;
14. Operate teletype/computer terminal that is part of the NCIC/LEAPS system for the purpose of determining license and registration information, data for and identifying wanted persons and property, and make appropriate entries into the system as required;
15. ECO's will be thoroughly familiar with the Department computer system and the E-911 system;
16. The ECO's will be certified in both LEAPS and E-911;
17. The ECO's will also be referred to as Desk Personnel and Lockup Personnel;
18. The Desk Personnel/Lockup Personnel will be responsible for any prisoners being held in the lockup facility at the Newbury Police Station, as mandated by MGL Ch. 456 § 36B. Each cell within a lockup facility shall be checked every fifteen minutes. The cell of a prisoner who has left the view of the video camera or who causes suspicious noise will be checked immediately;
19. The Desk Personnel/Lockup Personnel will be trained in the detection, intervention and prevention of suicide. This training to include training in the nature and symptomatology of suicide, training in communications with suicidal detainees, and training in appropriate suicide prevention techniques

and emergency services;

20. The Desk Personnel/Lockup Personnel is responsible for all rules and regulations, and written policy that apply to their job description;

21. Female dispatchers must be appointed as Matrons by the Board of Selectmen in order to perform the duties of a Matron as required during the incarceration of a female prisoner;

22. Train new Emergency Communications Officers;

23. Current certification in CPR; and

24. Be familiar and in conformance with *Ch-5 § 5.8*.