

Carrie Ribeiro, SPHR
Director, Human Resources



Town of Ludlow
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**** EXTERNAL POSTING ****

Title:	Public Safety Dispatcher	Classification:	40 Hrs./Wk.; Benefited, Union
Department:	Ludlow Police Department	Grade: PD1	Salary: \$18.2342 to \$23.2756 Eff. 7/1/21
Reports to:	Sergeant on Duty	Effective Date:	June 2, 2022

GENERAL SUMMARY

The Public Safety Dispatcher plays a critical role in emergency response and is responsible for answering emergency and non-emergency calls as well as providing critical, life-saving assistance to citizens requesting police and/or fire assistance and to the units dispatched to respond to said call. Through professional information gathering, utilizing IMC CAD and 911 technologies, the incumbent determines the nature of the call, whether a response is necessary, and then what type of assistance or information is needed. For calls requiring fire, medical or police response, the incumbent professionally dispatches the appropriate agency to the scene while maintaining proper computer records of all units dispatched. Additionally, the Public Safety Dispatcher renders assistance to anyone entering the Police Department lobby and is also involved in processing written correspondence

KEY RESPONSIBILITIES

(The essential functions listed below are intended only as examples 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.)

- Receive incoming emergency/non-emergency communications for and from law enforcement, fire and emergency medical personnel and agencies as well as the public, by multi-line telephone, multi-frequency radio, TTY and TDD telephone systems, computer communications and alarms. Comply with all state and federal dispatch standards for telecommunications.
- Analyze conflicting information and/or limited location information to direct first responders to the scene.
- Provide pre-arrival fire, medical and police instruction or direct calls through procedures such as CPR, childbirth, controlling of blood loss, submerged vehicle, hostage incident, or active shooter while emergency fire, medical and/or police services are in-route.
- Gather, analyze and report critical information during life-or-death situations such as crimes in progress, medical emergencies and fire/rescue incidents.
- Negotiate with suicidal callers or hostage takers while emergency responders are in-route.
- Manage communications of emergency responders to incidents and assists with incident operations during events such as active shooter and officer down responses.
- Take protective actions for first responders by providing life-safety information during responses such as officer down and MAYDAY calls.
- Contact disconnected callers to determine nature and location of the problem and enter information as appropriate.
- Conduct all duties and communications, in person and over the communications systems, in a calm, civil and professional manner to project a courteous, confident and positive image to the public.
- Understand and skillfully manage emergency callers, business callers or persons entering the Police Department Lobby per Police Department policies and procedures; mitigate the effect of potentially hysterical, rude, abusive and uncooperative individuals.
- Manage and control multiple, concurrent communications in prioritized order and in conjunction with other Department staff.
- Obtain and gather sufficient detailed information from the reporting person to accurately evaluate the nature of the call and determine emergency status, appropriate response, priority, and factors affecting safety and efficiency of response.
- Utilize knowledge of the geography of Ludlow and neighboring communities; location and layout of streets, buildings, parks, housing areas, and other significant areas of the community to maximize the accuracy and speed of dispatch.
- Determine initial deployment; coordinate activities of police, fire and ambulance units to the scene of crimes, disturbances, motor vehicle accidents, fires, or other emergencies; monitor active units ensuring sufficient back-up or second response units are available for service or mutual aid.
- Evaluate medical emergency situations and provide instructions within the scope of training and procedures; dispatch police, fire, ambulance or appropriate response units as required.

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- Disseminate information concerning wanted persons, stolen vehicles, missing persons, and other police information as may be received by the CJIS computer, telephone or other means.
- Direct, re-route, refer and transmit communications to and take messages for other officers, divisions, bureaus, and outside agencies, as appropriate. Provide assistant to walk-in individuals entering the Police Department Lobby.
- Disseminate to, maintain and retrieve for patrol units and departmental personnel, information, records, and files to facilitate communication and ensure timely, efficient operation.
- Inform, update, notify and report, according to policies and procedures, to the Sergeant on Duty and Chief of Police of appropriate events such as any deployment of police officers beyond their regularly assigned route or sectors, loss of contact with an officer, equipment failure, change of officer deployment, fatal traffic accidents, homicides, civil disturbances, etc.
- Record, maintain, write, answer, and type communications logs, complaint forms, reports, and routine correspondence.
- Utilize public safety practices and procedures effectively, especially emergency procedures requiring urgent police, medical and fire attention.
- Operate, maintain, monitor and keep in working order all emergency call lines, telephones, radios, computers, faxes and other equipment critical to the effective functioning of the communications center in normal and emergency conditions.
- Monitor closed-circuit television to provide police station security and proper supervision of persons confined.
- Maintain the security of all records within the communication center; do not divulge any information of a confidential nature or which relates to departmental business; prohibit the removal of any records, reports, or written communication from the communication center without specific authority of the dispatcher supervisor or Chief of Police.
- Enhance and continuously expand knowledge, skills and ability as related to duties and responsibilities of the position by participating in classroom and on-the-job training.
- Perform all functions, duties and responsibilities within the scope of and according to departmental policy; and perform any other public safety duties assigned.

MINIMUM QUALIFICATIONS

Qualified candidates must have a high school diploma or equivalent certificate; be at least 21 years of age at the time of employment; have no serious criminal or motor vehicle violation records that would indicate a disrespect for the law, dishonesty or criminal behavior, or inability to command the respect of coworkers; have a valid Massachusetts driver's license; be able to type a minimum of 30 words per minute; and complete a one-year minimum probationary period; ability to successfully complete all post-appointment training: Dispatcher academy; E911, First Responder, and CPR/AED training and certifications; Suicide Prevention Course; Hazmat Training; and all other training that is provided, required or mandated. Candidate must also have ability to become proficient in the Computer Aided Dispatch (CAD) system as well as be certified as an Emergency Management Dispatcher (EMD). Additionally, Candidate must be able to remain calm under pressure; pay attention to detail and maintain strict confidentiality; work a rotating schedule of four (4) days on and two (2) days off which includes weekends, holidays, rotating shifts, and remaining on duty until relieved or work an occasional double shift. Regular and punctual attendance is a requirement of the position.

SUBMISSION DEADLINE

Interested Candidates should submit a **resume, cover letter and completed Town of Ludlow application** (available at www.ludlowma.us:81/HR/) via email to HRjobs@ludlow.ma.us. **Deadline: Position will remain open until filled. No application submissions will be accepted if incomplete or received after the deadline.** Qualified applicants will be called for an interview. Once the position has been filled, all applicants will be notified. Applications are not held on file.

DISCLAIMER - The above statements are intended to describe the general duties to be performed and are not an exhaustive list of all requirements. Employees may be required to perform duties outside of their normal responsibilities from time to time as needed. This description does not constitute an employment agreement and is subject to change as the needs of the employer and requirements of the job change.