



Montague Police Department
180 Turnpike Road
Turners Falls, MA 01376

(413) 863-8911
(413) 863-3210 (fax)

Chief Christopher P. Williams



Full-time - 911 Police Dispatcher

The Montague Police Department is currently accepting applications for a full-time Emergency Dispatcher. Essential functions include answering 9-1-1 and non-emergency phone lines for requests for assistance, obtaining and relaying pertinent information in a factual and concise manner to units in the field, and utilizing Computer Aided Dispatch to document all responses.

Qualified applicants will have strong communication and customer service skills, ability to work at a fast-pace, under pressure, in high-stress situations, and have strong multi-tasking skills. Applicants must pass an in-depth background check.

Experience preferred but will train the right person. Dispatch works 24/7, 365 days a year. This is a National Association of Government Employees position with contractual benefits.

Deadline to apply is 6/30/24. Interested candidates can obtain an application at the **Montague Police Dept., 180 Turnpike Rd, Turners Falls.**

**TOWN OF MONTAGUE
JOB DESCRIPTION**

POSITION TITLE:	Dispatcher	DATE:	January 2013
DEPARTMENT:	Police Department	GRADE:	
REPORTS TO:	Dispatch Manager/Office Manager	FLSA:	Non-Exempt

Statement of Duties

Position is responsible for operating and controlling telephone and communications for the Police Department and 911 emergency services. Responsibilities include receiving calls for police, fire and ambulance services, dispatching personnel to locations, and performing a variety of administrative duties.

Supervision/Guidance Received

Employee plans and carries out the regular work in accordance with standard practices and previous training. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines, and priorities. Technical and policy problems or changes in procedures are discussed with supervisor. Work is reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy or other requirements; the methods used in arriving at the result are not usually reviewed in detail.

Employee has access to confidential records.

Job Environment

Position responsibilities require the use of judgment and ingenuity to perform the required dispatching and communication functions within the limits of established guidelines, rules and regulations that govern work. Position is responsible for interpreting these guidelines for application to specific cases and in developing operational responses. Position requires the use of many different principles, techniques and practices common to dispatching procedures, as well as the application of a variety of administrative principles and practices.

Errors can result in a delay or loss of service, personal injury/loss, injury to others, or legal repercussions.

The position has constant contact with the public, primarily on the telephone and in person, for the purpose of receiving and responding to calls for emergency and other assistance, responding to inquiries and complaints, and/or providing information and assistance. The position has daily contact with other law enforcement officials, other town departments, local businesses and organizations and government agencies for the purpose of responding to calls, giving or receiving information, verifying information, and/or providing information and assistance. Contact usually occurs in person or on the phone.

Dispatcher
Police Department
January 2013

**TOWN OF MONTAGUE
JOB DESCRIPTION**

Position Functions

The essential functions or duties listed below are intended only as illustration 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, or extension of, the position.

Essential Functions

1. Answers E 911 and non-emergency telephone calls, dispatches emergency services via radio, data link, or other means.
2. Maintains police dispatch log as established by department policy, queries CJIS/NCIC computer system for information requested by officers.
3. Monitors other emergency radio transmissions and LEAPS/NCIC system, forwards information received from these sources to officers in the field.
4. Forwards other telephone calls to appropriate parties, greets, and assists members of the public entering station.
5. Monitors prisoners in the cellblock via electronic audio/video means.
6. Maintains parking ticket records.
7. Contacts RMV and other agencies for certified documents for court cases. May testify in court, when required.
8. Monitors Criminal Justice Information System, nationwide computer system for updates, BOLO's, warrant information. Keeps updated records of missing persons, stolen vehicles, stolen guns, stolen articles, and other items. Performs queries of databases, as requested by officers. Maintains records of restraining orders, harassment prevention orders and trespass orders.
9. Completes paperwork required for scheduling appointments and completing registrations for fire arms and sex offender registration.
10. Monitors cameras for Gill-Montague Bridge, and coordinate with other departments, to ensure emergency vehicles can cross.
11. Maintains records for restraining orders, harassment prevention orders, and trespass orders.
12. Provide media and public records and information.

Dispatcher
Police Department
January 2013

**TOWN OF MONTAGUE
JOB DESCRIPTION**

13. Performs other related functions and duties, as required.

Other Functions

1. May perform duties of a police matron, including searches and monitoring of female prisoners.

Recommended Minimal Qualifications

Education and Experience

A candidate for this position should have a High School diploma and up to 1 year experience with computers, typing, and telephone usage or an equivalent combination of education and experience.

Additional Requirements

Training is provided upon hire. A candidate for this position must be able to obtain certification as an E911 dispatcher, and be certified and trained in the use of LEAPS/CJIS, and suicide prevention.

Knowledge, Skills and Abilities

A candidate for this position should have knowledge of:

- Principles, practices and methods related to dispatch and communication

Skill in:

- Effective listening and communication

And ability to:

- Make sound decisions under stress
- Prioritize tasks and perform multiple tasks simultaneously
- Be proficient in the use of communications equipment

Tools and Equipment Used

Equipment operated includes office machines, computers, and communications equipment.

Physical Requirements

The physical demands listed here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodations are considered to ensure individuals with disabilities can perform essential functions.

Dispatcher
Police Department
January 2013

**TOWN OF MONTAGUE
JOB DESCRIPTION**

Minimal physical effort is required to perform administrative duties. Requires speaking, listening and sitting for extended periods of time. Employee regularly uses hands, and reaches with arms and hands. Employee occasionally lifts up to 10 lbs. Vision requirements include the ability to read routine documents for analysis and general understanding, and use a computer.

Work Environment

The work environment characteristics described here are representative of those that the employee encounters while performing the essential functions of this job. Reasonable accommodations are considered to ensure individuals with disabilities can perform essential functions.

Employee primarily works in a moderately loud police department. Employee is subject to emergency recall without notice for major events or during periods of high call volume. In order to staff the dispatching function on a 24-hour basis, there may be little flexibility regarding staff scheduling.

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

Approved:

Frank E. Abbondanzio
Town Administrator

Date _____

Board Chair, if necessary

Date _____

Dispatcher
Police Department
January 2013