

PUBLIC SAFETY DISPATCHER

The South Shore Regional Emergency Communications Center (S.S.R.E.C.C.) is a Regional Emergency Communications Center (RECC) that supports the towns of Cohasset, Hingham, Hull, and Norwell.

The SSRECC is continually **accepting applicants for the position of Dispatcher** to operate the public safety communications systems that support the operations of the four member towns.

This position will work with existing Dispatchers receiving emergency and non-emergency calls for service over the telephone and by other means, employing appropriate call screening protocols, entering data into a computer(s) as it is being received and by dispatching the appropriate public safety resources. This position is responsible for interaction with other public safety dispatch agencies including the field personnel in law enforcement, fire and EMS. This position is required to respond appropriately and professionally to requests for services from the public as well as field personnel from the member municipalities.

ESSENTIAL JOB DUTIES

OPERATIONS:

- Processes incoming and outgoing emergency and non-emergency telephone calls ensuring agency policy, procedures, goals, and objectives are met.
- Dispatches and communicates with law enforcement, fire and EMS units ensuring agency policy, procedures, and goals are met.
- Speaks English clearly and verbally communicates effectively.
- Learns and maintains familiarity with general geography of the communities served.
- Works effectively and calmly in a high stress environment.
- Make appropriate decisions based on minimal information.
- Possess ability to recall details and record information/numbers quickly and correctly.
- Meets all training requirements and certifications required by the SSRECC
- The S.S.R.E.C.C. operates under the requirements of 560 CMR 2.00 State 911 Department Standards for Enhanced 9-1-1 and other regulations.

ESSENTIAL FUNCTIONS

WORK ENVIRONMENT:

- Shift work environment where hours of work will be driven by call volume and other workload factors of the SSRECC rather than convenience of the staff.
- 24/7 operations with work scheduled on days others consider holidays.
- In addition to scheduled shifts, call back, holdover and overtime requirements exist.
- Work performed at a technology driven stationary workstation.

PHYSICAL DEMANDS:

- Dexterity of hands and fingers to operate multiple personal computers.
- Sitting for extended periods of time while working at computer keyboards, monitoring a variety of public safety communications systems, completing electronic and written documentation required for operations.
- Vision, specifically to include up close, distance, color and peripheral, depth perception and ability to adjust focus.
- Hearing and speaking to exchange information with emergency callers and public safety personnel.
- Applicants must type at least 30 words per minute.

REQUIRED EDUCATION AND EXPERIENCE:

- Minimum of two (2) years of practical working knowledge and paid experience in public safety communications is preferred.
- High school diploma or equivalent. College degree preferred.
- Valid Massachusetts motor vehicle operator's license

ADDITIONAL REQUIREMENTS:

- Preferred applicants to be certified in CPR
- Preferred applicants to be certified in APCO PST1 and EMD protocols.
- Preferred applicants to be certified in LEAPS/CJIS
- Applicants must successfully complete a background check and drug testing prior to Employment.

SALARY AND BENEFITS:

- Full time union position. Will be assigned shifts based on CBA and department need
- Starting rate \$22.89 per hour plus shift differential and overtime
- SSRECC currently uses eight (8) hour shifts on a 5 and 2 schedule which is subject to change based on requirements.
- Includes vacation (pre-approved), holiday and health benefits.

TO APPLY:

Applicants can contact the SSRECC by emailing Deputy Director Johnathan Gordon jgordon@ssrecc.org. Applications will be sent to candidates via email.