

CITY OF MARLBOROUGH

Marlborough, MA 01752

POLICE DEPARTMENT PUBLIC SAFETY DISPATCHER

Posting Number:	AA#24-17	Date Posted:	April 3, 2024
Weekly Hours:	40 Hours/Week	FLSA:	Non-Exempt
Hiring Rate:	\$23.54/hr.	Bargaining Unit:	MMEA Union
Step Rate:	\$23.54 – \$26.40/hr.	Location:	355 Bolton Street

The City of Marlborough's Police Department currently has an opening for the position of Public Safety Dispatcher. Employee works under the general direction of the Services Lieutenant and Captain at the Police Department. Responsible for receiving, processing and dispatching calls for emergency medical, fire, police services and assist callers in Emergency Medical Procedure. Operates the 911 telephone system, public safety radios and several computer systems.

Duties and Responsibilities:

- Monitors telephones and radio in the dispatch center, answers all incoming calls and ascertains nature of call, gathers all necessary information to transmit or relay.
- Dispatches emergency responses; broadcasts nature, location and time of call for service; contacts all required personnel and other local agencies in the event of an emergency situation; insures the presence of reserve units by contacting personnel designated for call-back; relays information as required.
- Maintains log on radio and telephone communications, location of personnel and equipment; in the event of an emergency situation, maintains on-going contact with the responding personnel and keeps them informed of all incoming pertinent information.
- Maintains dispatch center work area and equipment in clean and working condition.
- Operates radios as needed and assists in radio communications; operates base radio as required.
- Composes, types, and edits correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.
- Inputs data to standard office and department forms, both manual and automated; makes simple postings to various reports.
- Maintains dispatch documents and records.
- Monitors weather warning system.
- Inputs radio box and other fire alarm data including all programming information
- Assists in training new employees.
- All other duties as assigned by the Captain or Chief of Police.

Minimum Qualifications:

High school graduation or equivalent; one year of experience in a responsible position involving working with the public; some work experience in emergency services is desirable; or an equivalent combination of education and experience. Other prerequisites include excellent customer service skills, superior keyboard, computer and communication skills as well as the ability to handle multiple incidents simultaneously in a stressful environment. Public Safety dispatch experience preferred. Will be required to successfully complete the State E-911 Training and EMD Certification; and State Certification for NCIC/Leaps Computer.

To see the full job description: [Public Safety Dispatcher](#)

Please forward cover letter and resume to:
hrjobs@marlborough-ma.gov

Position will remain open until filled.