

HELP WANTED: NBPD Emergency Telecommunications Dispatcher

CITY OF NEW BEDFORD POLICE DEPARTMENT

EMERGENCY TELECOMMUNICATIONS DISPATCHER \$13.67hr – \$19.93hr



Receive and process calls for assistance from various sources. Dispatch immediately such patrol cars, ambulances, fire apparatus, rescue squads or other personnel and equipment needed to handle all complaints and requests for assistance. Alert personnel responding to hazardous calls with information relating to the nature of the call.

Monitor the status and be aware of all units at all times. Immediately notify appropriate authority regarding any unusual occurrence or situation that may adversely affect the delivery of emergency services or any services required of the dispatch center.

Maintain accuracy in the recording of information related to emergency or other services required of the dispatch center.

Will not divulge, or permit any personnel to divulge, information relative to any matter or person, without the permission of appropriate authority in accordance with the

provisions of all applicable policies, procedures, rules, regulations and laws.

Perform such other related duties as may be assigned by the appropriate authority.

Responsible for keeping certifications up to date. (911; APCO (Association of Public Safety Communications Officials); EMD (Emergency Medical Dispatching); LEAPS (Law Enforcement Agencies Processing Systems)).

High school graduate or equivalent. Ability to speak clearly and distinctly in English with basic verbal and written communications skills. Basic knowledge of the principles involved in the operation of radio telephone, computers and related communication equipment. Ability to accurately pass a standardized typing test, scoring no less than a minimum rate of 30 words per minute. Preference will be given to applicants who have certification on NCC/LEAPS (National Communications Center/Law Enforcement Agencies Processing Systems) computer, Telecommunication certification, CPR (Cardio Pulmonary Resuscitation) and EMD (Emergency Medical Dispatching). Ability to communicate clearly and concisely under emergency conditions orally and in writing. Must pass an in-depth police background check.

One to three years' experience in: general office procedures, dealing with the public, computer knowledge, public safety, beneficial but not necessary.

For application/complete job description, please visit www.newbedford-ma.gov or contact Personnel Dept., 133 William St., Room 212, 508-979-1444. Applications will be accepted until a suitable candidate is selected. EEO

New Bedford has a residency requirement. To apply for this position: <http://www.newbedford-ma.gov/personnel/employment/employment-opportunities/>