

NOTICE OF POSTING
POSTING DATE: 04/07/06
CLOSING DATE: 05/01/06

Recruitment of external applicants is underway concurrent with this posting.
Applications are available at City Hall Room 309. Send résumé via mail, email or FAX (617-349-4312).
Cambridge residents are especially encouraged to apply.

POSITION & DEPARTMENT: Police and Fire Signal Operator
Emergency Communications Department

JOB CODE/POSITION#: C508

CIVIL SERVICE: Subject to civil service rules and regulations

HOURS OF WORK: 40 hour work week

UNION AFFILIATION: Teamsters Local 25

DUTIES AND RESPONSIBILITIES:

Test, monitor, and operate police and fire signaling systems. Receive police, fire, and EMS-related emergency calls. Dispatch police, fire, EMS and other emergency units and personnel as needed. Monitor and operate radio, computer, telephone and other specialized equipment in support of public safety communications and dispatch functions. Perform other dispatch, signal monitoring, and communications support duties as assigned.

Working under the supervision of the Communications Supervisor/Senior ETD, the ETD will have detailed job responsibility in the following major areas:

1. Dispatching Public Safety Personnel and Resources
2. Understanding Police and Fire Field Operations and Procedures
3. Monitoring E911, Police, Fire, and Central Station Signaling Equipment
4. Screening Telephone Calls and Obtaining Information
5. Providing Information to the Public and Other Agencies
6. Providing Emergency Medical Dispatch Services and Instructions
7. Testing Fire Alarm Signaling Equipment
8. Servicing Field Unit Requests for Service
9. Reporting and Recordkeeping
10. Troubleshooting Signaling Equipment
11. Operating General Facility Equipment
12. Continuing Training
13. Maintaining the Facility
14. Undertaking Special Projects

ETD's receive a variety of operational and technical training in support of their duties.

ETD's work in a combined 911 and Public Safety Dispatch environment handling police, fire, and medical emergencies. Based on training, console position setup, and the discretion of supervisors, ETD's will be expected to work at any position including those primarily responsible for call answering, police dispatching, fire/EMS dispatching and computer operations. ETD's may also be assigned a wide variety of special duties at the discretion of Department management, including support duties in the Emergency Operations Center.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

MINIMUM REQUIREMENTS:

A high school degree or GED is required. Applicants will undergo a multi-part Dispatcher Screening Process. Applicants will be notified of the place of the initial written test. Candidates who are top-ranked in this test must

then pass a Dispatcher Aptitude Test, be able to touch type no less than 30 WPM (net of errors), and be ranked according to their Dispatcher Screening Process scores. They must also complete a thorough background and criminal history review.

They must have interest in, and be suitable for, work in a combined police, fire, and EMS dispatch center. Also required is maturity of judgment and the following abilities. Ability to learn and understand the basic field operations and procedures of the police and fire departments. Ability to manage police-fire dispatch operations and support units and field commanders requesting resources and support actions. Ability to use various technical systems including computerized dispatch, signaling, alarm monitoring, telephone console, and general personal computer equipment. A polite but authoritative telephone voice and manner. Ability to understand and skillfully manage emergency and business callers. Ability to be understood clearly by others over radio and telephone circuits. Ability to accurately record the detail of telephone and radio conversations. Ability to remain calm under the pressure of emergencies, peaking workloads, and multiple (simultaneous) responsibilities.

PREFERRED: Knowledge of Cambridge is strongly preferred. Candidates are encouraged, but not required, to have experience in one of the following job areas: police, fire, or EMS dispatcher; police officer, firefighter or EMT/paramedic; police/fire alarm or telecommunications system installer; call center operator or dispatcher in non-public safety agency or private agency. A bachelor's degree in Criminal Justice or a related field is also preferred.

Also preferred are having career goals in Emergency Telecommunications and being bilingual in English and either Spanish, Portuguese, or Haitian-Creole.

RATE: \$17.18 – 24.32 per hour

APPLICATION PROCEDURE: Internal applicants, submit job bidding form and **2 copies** of both your resume and letter of interest; external applicants, submit **2 copies** of **both** your resume and letter of interest by **8:00 pm** on the closing date to: Personnel Dept, Room 309, City Hall, 795 Massachusetts Avenue, Cambridge, MA 02139. Fax: (617) 349-4312. Email: employment@cambridgema.gov.

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