

JOB POSTING

Public Safety Telecommunicator/Dispatcher – Full Time

The South Worcester County Communications Center is accepting applications for a pending opening for a full-time Public Safety Dispatch Position. The position is anticipated to be fill for late 2017. Additionally we are accepting applications for purposes of assembling a hiring list for future Public Safety Telecommunicator positions (full-time and/or part-time).

Applicants must be willing to work any and all shifts including nights, weekends, and holidays. Part-time applicants will be expected to work regularly scheduled weekly shifts as well as fill-in for sick/vacation leave. A minimum of 12 hours per month will be required to maintain part-time status.

The SWCCC serves the Towns of Webster and Dudley and is a state of the art, facility in the Webster Police Department that opened in November, 2014. The Center is staffed by a minimum of two Public Safety Telecommunicators 24/7/365. The Center handles an average of 90 calls for service per day, or roughly 32,500 calls for service per year.

Job Description

Provide emergency and non-emergency police, fire and medical telecommunication services to the public by answering emergency 911 calls and dispatching the appropriate personnel and equipment. Maintains an accurate status of all emergency response equipment and personnel to ensure prompt and accurate response. This equipment includes but is not limited to police, firefighting, hazardous materials, wild land firefighting, technical rescue, and ambulance services. Serves as a coordination and communication center for Highway, Water, Sewer, and other Town Departments.

Minimum Qualification

Applicants must be at least 18 years old. Excellent verbal, writing, and typing skills. A minimum of a high school diploma or any equivalent combination of education and experience. Strong computer skills, ability to multi-task, and ability work professionally under high stress conditions is required. Applicants must have a valid driver's license

Preferred Qualifications

Previous dispatching experience in police, fire, or emergency services a plus. Certifications in CPR, First Aid, MA E-911, CJIS, and PowerPhone EMD, APCO PST 1 or equivalent are preferred.

Salary

Current starting rate for Part-Time is \$17.00 per hour plus differential and for Full-Time is \$22.42 per hour plus differential. Part-Time employees are not eligible for employment benefits.

Application Process

Applications and full job description are available online at www.swccc911.net or in person at the SWCCC, 357 Main St., Webster.

Applicants must successfully pass a CritiCall pre-employment examination and a CORI check. Applicants will be contacted to schedule their pre-employment exam.

Applications along with résumé and cover letter must be hand-delivered to SWCCC, Attention Director Lynskey by Tuesday, October 31, 2017 at 12:00 hrs. Applicants who do not submit a complete application packet with noted attachments will not be considered.