



# **The Boylston Police Department Is Hiring Part-time Dispatchers (Multiple Positions)**

---

**Salary: \$22.60/HR**

**Hours: Part-time (various rotating assignments)**

## **General Summary**

The Boylston Police Department is currently accepting applications for part time public safety dispatchers. The successful candidates must be willing to work any and all shifts, including nights, weekends, and holidays. Candidates are required to work a minimum of 2 shifts per month.

## **Duties and Responsibilities**

- Works under the general supervision of the Head Dispatcher performing a wide variety of complex clerical and emergency tasks in support of safety operations.
- Answers emergency and non-emergency telephone lines obtaining information to process all calls for service and relays the information to the appropriate agency or field unit. Provides pre-arrival instructions/ information.
- Makes independent determination of appropriate actions to be taken concerning incoming calls and directs the appropriate responding units to ensure efficient and timely responses (call prioritizing).
- Monitors multiple radios, audio, visual and other equipment (i.e., security monitors, prisoner system, etc.)
- Coordinates activities with town departments as well as with other emergency services and government jurisdictions.
- Logs all calls into the computer aided dispatch (CAD) system or appropriate computer, identifies current status and location of personnel and equipment, completes and maintains daily activity log.
- Makes telephone contacts, wrecker notifications, warrant confirmations and call out contacts for field personnel. Calls for mutual aid assistance as needed.
- Uses computers and other information technology equipment to perform inquiries, entries, modifications, and deletions into the Massachusetts Criminal Justice

Information System (CJIS) and National Criminal Information Center (NCIC) networks.

- Transfers callers to appropriate telephone extensions, refers callers to the appropriate agency and records messages for departmental employees. May assist in the training of less experienced personnel. All other duties as assigned.

## **Qualifications**

- High school diploma or equivalency issued by the Massachusetts Department of Education
- The Successful completion of a background investigation and medical examination
- Candidates must have or be able to obtain the following certifications: Department of Criminal Justice Information Systems (DCJIS), E911, Emergency Medical Dispatcher, CPR, First Responder and APCO Public Safety Telecommunicator.
- Operation of the two-way radio, telephone, computer skills and related communications equipment.
- Ability to speak clearly and concisely, providing detailed information under stressful circumstances.
- Ability to understand and follow oral and written instructions.
- Ability to develop skill and speed in the operations of communications equipment within a reasonable period of time and to demonstrate a knowledge of public safety practices and procedures.

Please submit resume and cover letters to Detective Sergeant Cody Thomasian at

[cthomasian@police.boylston-ma.gov](mailto:cthomasian@police.boylston-ma.gov).

***\*\*Posted until filled\*\****

***The Town of Boylston is an Equal Employment Opportunity Employer***