



# Southborough Police Department

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Ryan M. Newell  
Chief of Police

Sean P. McCarthy  
Lieutenant

## **Part-time Dispatcher Job Description**

Position Title: Part-time Dispatcher

Date: February 2024

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### **Duties:**

A part-time dispatcher is responsible for the appropriate response to all emergency calls received for the Police, Fire and EMS departments, Dept of Public Works and Animal Control, and non-emergency for Police Department.

Under general supervision of the Lead Dispatcher and Communications Supervisor, the part-time dispatcher will dispatch public safety personnel and equipment. Operate all communication equipment for public safety emergency calls and regular business calls. Coordinate and communicate Emergency Fire Dispatch activities between agencies jointly responding to multi-agency incidents. Provide Emergency Medical Dispatch and triage for incoming calls and assist the layperson with lifesaving pre-arrival instructions. Answer all incoming telephone calls, greet the public and respond to inquiries, requests and complaints within authority, referring unresolved issues to the Officer In Charge or Police Chief.

Monitor prisoner cells when occupied as per the suicide prevention guides and record all time checks. Maintain all communications equipment, especially the incoming E-911 emergency lines and regular telephone lines, in working order and immediately report any malfunctions or defects to the appropriate authorities and the Officer In Charge.

Perform incident reports and any clerical work as required by the Chief of Police or the Officer In Charge of the shift.

Part-time dispatchers are Fire Signal Operators and Emergency Communications Dispatchers who will have full knowledge of all radio equipment located in the communications console, this includes full knowledge of all Fire Department remote operations equipment and the dispatch procedures as set forth by the Fire Chief.

All part-time dispatchers will be required to successfully complete the training programs set forth by the Chief of Police.

### **Basic Knowledge:**

Duties require knowledge of emergency radio transmissions for public safety, knowledge of office operations, word processing and data entry. Must have knowledge of computers and be E-911 certified, EMD certified, APCO basic telecommunications, and DCJIS certified. Must be able to acquire knowledge of the location and layout of streets, buildings, parks, housing projects and any other significant areas of the community so as to maximize the

accuracy and speed of dispatches. Must be at least 21 years of age, a high school graduate, a U.S. citizen, have a clean record and dependable transportation.

**Experience:**

Communications center experience preferred but required.

**Required Training:**

Mandatory Certifications include Basic Public Safety Telecommunicator, E911, APCO basic telecommunications, Emergency Medical Dispatch as per State CMR, and continuing education classes and recertifications.

All Part-time Dispatchers are also required to complete the following training and courses set forth by the Town of Southborough for: in-house computer systems, Powerphone and/or APCO Dispatch Training classes, Emergency Medical Dispatch as per State CMR, DCJIS Certification, First Responder, Automatic Defibrillator, C.P.R.

**Independent Action:**

Under general supervision, must function in accordance with established departmental procedures and practices, referring to the Lead Dispatcher or the Officer in charge for clarification of departmental policies. Responsible for keeping personnel on a dispatched call fully informed of all facts affecting the safety or efficiency of their response to the call. Authorized and required to provide pre-arrival instructions to all callers when needed, and to dispatch and direct appropriate personnel and apparatus to an incident/call for service.

**Supervisory Responsibility:**

None

**Physical Requirements:**

Minimal physical effort is required to perform duties. Hours of work can be variable and generally workdays are no more than eight hours each day. Shift work includes nights, weekend and holidays. Must be able to work with and around office equipment such as computers, copiers, etc. Job requires ability to sit for extended periods of time and be able to work in a stressful and busy environment.