



CITY OF WALTHAM MASSACHUSETTS

119 SCHOOL STREET, WALTHAM, MASSACHUSETTS 02451

781-314-3355 FAX 781-314-3358

E-MAIL – kmurphy@city.waltham.ma.us

Kristin Murphy
Human Resources Director
Workers' Compensation Agent

The City of Waltham is currently accepting applications for Emergency Telecommunications Dispatchers for the Waltham Police Department Communications Center.

Responsibilities: The purpose of this position is to respond to calls in the 911 Emergency Center; determine appropriate response and dispatch appropriate personnel and equipment; provide information to staff in the field in support of their work and safety through searching of multiple databases and paper files; monitor various alarm systems; maintain related computer and paper reports. Responds to calls to 911 Center; determines nature and urgency of call; obtains necessary information to determine type, level and priority of response required; dispatches appropriate police, fire, ambulance or other personnel and equipment in accordance with established procedures. Documents all actions taken by entries into computer systems and through paper records, utilizing specific and detailed reporting terminology and classification procedures. Maintains and updates knowledge of the multiple functions, duties and systems of the 911 Center. Maintains total confidentiality of all information handled in performing duties at the 911 Center. Strictly adheres to all policies, procedures, rules, regulations and laws relating to performance of ETD duties. Candidates must be 21 years of age and have a high school diploma or equivalent. Must be able to work all shifts, (days, evenings, nights) including holidays and weekends. Performs other related duties as assigned. Full job description available in the Human Resources Department.

Qualifications: Equivalent to two years of college-level education and one year of training and experience on the job. Must successfully pass a Criminal Offenders Record Information (CORI) and a pre-employment physical with drug screen.
APPLICATION PROCESS:

Initial phone interview and screening of selected candidates

1. Formal interview
2. ETD exam with hands on dispatching assessment
3. Background investigation
4. Drug screening
5. Medical evaluation
6. Psychological test

FULL-TIME BENEFITS:

- Starting base salary \$50,548.00 + stipends
- Health, dental and life insurance benefits
- Paid vacations
- Paid holidays
- Paid sick benefits

Deadline to apply: February 22, 2022

Qualified candidates should submit a City of Waltham application, resume and cover letter to:

City of Waltham/Human Resources Dept.

119 School St./Waltham, MA. 02451

781-314-3355/Fax 781-314-3358

jobs@city.waltham.ma.us/Reg 2022-73

Application can be found: <https://www.city.waltham.ma.us/human-resources-department/pages/employment-application>

Candidate selected must submit three written letters of recommendation within one week of accepting any offer. Letters may not be dated any older than two years and may not be from relatives. Emails are acceptable providing they come from the author's email.