



## CITY OF WALTHAM MASSACHUSETTS

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Kristin Murphy  
Human Resources Director  
Workers' Compensation Agent

### Emergency Telecommunications Dispatcher. Police/911 City of Waltham

**Job 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; and assist in testing multiple systems within the 911 Center and the Wire department. An Emergency Telecommunications Dispatcher (ETD) is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control. 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. Assesses and classifies medical conditions related to emergency calls through use of card system; advises callers of procedures to follow to respond to medical condition; assists callers in following specified procedures; and helps callers to remain calm in the midst of emergency situations. Serves as communications center for police and fire commanders and officers as they respond to assignments, including coordination with neighboring communities as required. Monitors the status of all units to determine their availability to respond to calls for service. At all times is aware of the assignment of all units. Anticipates and accesses information needed from multiple computer systems and paper files and provides to staff in support of their work and safety in the field. Information could involve prior arrest records, best routings to locations, history of incidents at specified address, hazardous materials located in specified locations, treatment if contacted, methods for cleanup, etc. Monitors a variety of alarms coming into the 911 Center and take appropriate action when alarms are sounded. Assists in regular testing of multiple systems within the 911 Center and alarms maintained by the Wire department. Notifies appropriate authority regarding any unusual occurrence or situation that may adversely affect the delivery of emergency services or any services required of the dispatch center. Serves as backup and off-hours communication/dispatch center for other departments such as DPW and Wires. Documents all actions taken by entries into computer systems and through paper records, utilizing specific and detailed reporting terminology and classification procedures. Rotates through different 911 assignment areas on each assigned shift in order to perform duties of all departments served by the Center. 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. Performs other related duties as assigned. Full job description available through Human Resources.

**Qualifications:** High school diploma or equivalent. Dispatch or municipal experience preferred; or any equivalent combination of education and experience. Must pass a Criminal Offenders Record Information (CORI), pre-employment physical with drug and alcohol test and Background Check.

**Salary: \$53,642 yr. Excellent benefits Hours: Schedule to be discussed with supervisor.  
Deadline to apply: Wed. 5/24/24**

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

Human Resources  
City of Waltham  
119 School St.  
Waltham, MA. 02451  
Req. # 2024-39  
[jobs@city.waltham.ma.us](mailto:jobs@city.waltham.ma.us)

Applicant selected must submit 3 letters of recommendation within one week of accepting any conditional offer. Letters may not be dated any older than 2 yrs. and may not be from relatives. Emails are acceptable providing they come directly for the author's email.