

**HOLLIS COMMUNICATIONS CENTER**

9 Silver Lake Road

Hollis NH 03049

603-465-2303

Serving: Hollis, Brookline & Mason

EMPLOYMENT OPPORTUNITY

Town of Hollis, Communications Center

PUBLIC SAFETY COMMUNICATIONS SPECIALIST (DISPATCHER)

The Town of Hollis, Communications Center is seeking resumes from individuals interested in the position of both full-time and part-time Public Safety Communications Specialist (Dispatcher).

The successful applicant must be able to work independently with extreme accuracy, utilize good judgement, exercise problem solving skills, and communicate effectively. Typical duties include maintaining radio contact with public safety agencies (Police, Fire, EMS & DPW); answering 911 and other emergency calls; analyzing and determining call priority, operating computer and office equipment; clearing and succinctly dispatching and coordinating Police, Fire and EMS responses to incidents that originate with 911, non-emergency calls, and radio calls. Please see job description for additional requirements of the position.

The salary range is \$46,471.96 - \$60,635.36 with a competitive benefit package DOQ/DOE. Visit www.hollisnh.org for the job description. Candidates should send a cover letter, résumé, and professional references to Richard Todd, Communications Manager, rtodd@hollisnh.org or mail to 9 Silver Lake Rd, Hollis, NH 03049. Successful candidates must successfully complete a background investigation, medical examination, psychological test, and drug test, as a condition of employment. Candidate must also have a valid motor vehicle operator's license.

The Town of Hollis, Communications Center is an Equal Opportunity Employer.

**HOLLIS COMMUNICATIONS CENTER**

9 Silver Lake Road

Hollis NH 03049

603-465-2303

Serving: Hollis, Brookline & Mason

PUBLIC SAFETY COMMUNICATIONS SPECIALIST (DISPATCHER) ***HOLLIS COMMUNICATIONS CENTER***

JOB SUMMARY

Performs highly responsible communications work in receiving and dispatching Police, Fire, EMS, DPW routine and emergency calls and messages to the appropriate authorities and personnel for the Communities of Hollis Brookline and Mason. Maintains and retrieves records and file information for dissemination all public safety personnel.

COMPENSATION AND HOURS

Full time position (40 hrs.) assigned to Grade A on the AFSCME Council 93, local 3657 wage schedule. Position is classified as non-exempt in accordance with overtime provisions of the Fair Labor Standards Act (FLSA). May be required to work days, evenings and weekends, including the late-night shift, holidays and additional shifts.

SUPERVISION RECEIVED

The Public Safety Communications Specialist works under the direct supervision of the Dispatch Supervisor and Dispatch Manager. Performs regular duties on own initiative, exercising judgement and tact.

SUPERVISION EXERCISED

None.

EXAMPLES OF ESSENTIAL DUTIES

The listed examples are illustrative only, and may not include all duties found in this position.

1. Receives emergency and routine requests for assistance. Ascertains the nature of requests and dispatches the appropriate service units in accordance with established protocol.
2. Dispatch Police, Fire, EMS, DPW and other department vehicles to designated areas upon request; maintain written records with the assistance of Computer Assisted Dispatch (CAD), a computer software program of the whereabouts of all personnel/vehicles in service.
3. Operates and monitors a variety of communication and alarm system equipment including telephones, radios, computer terminals, closed circuit video system and SPOTS.
4. Exercises tact and judgment in dealing with emergency situations. Relays and receives further instructions from police, fire or ambulance personnel at an emergency scene.
5. Ability to multi-task in a high stress environment answering multiple radio channels and phone lines.
6. Monitors closed circuit television system in order to ensure station security and the proper supervision of confined persons.

**HOLLIS COMMUNICATIONS CENTER**

9 Silver Lake Road

Hollis NH 03049

603-465-2303

Serving: Hollis, Brookline & Mason

7. Disseminates information concerning wanted persons, stolen vehicles, missing persons, and other police information as may be received by SPOTS, telephone or other means.
8. Performs other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

Working knowledge of the principals involved in the operation of the radio, telephone, and related communications equipment; Knowledgeable of the street system and geography of the served communities; Ability to speak clearly and concisely. Ability to think and act quickly, calmly, accurately in emergency situations; Ability to develop within a reasonable period of time, skill and speed in the operation of the communications equipment and to demonstrate as knowledge of public safety practices and procedures; Ability to understand and follow complex oral and written instructions.

MINIMUM QUALIFICATIONS REQUIRED

Must have a high school diploma or equivalent. Experience with Computers, office equipment and communications equipment are desirable. Must become certified as a Public Safety Telecommunicator#1 and NLETS/SPOT Certified within 1 year of employment.

OTHER REQUIREMENTS

Monthly in-house training and specialized training may be required.

PHYSICAL EXERTION AND ENVIRONMENTAL CONDITIONS

For communicating with others, talking is required; for receiving information and instructions from others, hearing is required; and for doing the job effectively and correctly, sight is required, specifically, close vision and the ability to adjust focus. Required to sit for extensive periods of time, stand frequently, use hands to finger, handle and feel objects of controls, reach with hands and arms, bend, lift and/or move 25 pounds or less. The physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.