



Vacancy Announcement:
Communications Specialist
Hours: Full-Time

The Town of Hollis, New Hampshire is currently accepting resumes and cover letters from individuals interested in a position as a Full-Time Communications Specialist for the Hollis Communications Center. The position involves constant interaction with the public, as well as the handling of Emergency Services for three communities (Hollis, Brookline, and Mason). The position requires excellent communication skills, the ability to work under pressure, as well as a willingness to work overtime, rotating shifts, and weekends and holidays.

Schedule consists of 5 – 8-hour shifts on, 2 off. Rotation every 8 weeks

Salary Range from \$19.29 (\$40,121.15) to \$24.43 (\$50,824.28)

Experience is a plus but we will train the right individual.

Send resume and cover letter to:

John DuVarney, Manager
Hollis Communications Center
9 Silver Lake Rd
Hollis, NH 03049

COMMUNICATIONS SPECIALIST

JOB SUMMARY

Performs highly responsible work in public safety communications receiving and transmitting information of an emergency and routine nature, and making deployment of public safety personnel and equipment in the community. Maintains and retrieves records and file information for dissemination to patrol units and personnel.

SUPERVISION RECEIVED

Reports to the Manager of Communications and in his/her absence the Supervisor of Communications who works closely with members of the Communications Advisory Board. Work is performed independently based on knowledge of established policies and procedures. Work may be reviewed by monitoring employee's operations by observation and by reviewing reports and records.

SUPERVISION EXERCISED

None.

EXAMPLES OF ESSENTIAL DUTIES

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

1. Operates and monitors a variety of communication and alarm system equipment including telephones, radios, and computer systems.
2. Receives requests for police, fire, and emergency medical services. Ascertain nature of request and dispatches appropriate service unit in accordance with established procedure. Determines urgency of call and elicits necessary information from caller. Exercises tact and judgment in dealing with emergency situations. Relays and receives further instruction from police, fire or emergency personnel at the scene.
3. Maintains records of all incoming calls and dispatches through various logs and reports. Maintains status and current information on all units in and out of service.
4. Maintain a thorough knowledge of the location and layout of streets, buildings, public areas, housing complexes, businesses, and

hazardous materials storage areas and other significant areas of the community.

5. Establish and maintain the accuracy and currency of a listing of businesses to include addressees, contact persons, phone numbers and alarm information.
6. Enters report information into the computer. Produces appropriate printouts and analysis of Departmental activity.
7. Work as a team member, or independently, during incidents of uncertain duration.
8. Maintain the security and confidentiality of records and information relating to the Communications Center and department.
9. Monitor the safety and well-being of incarcerated prisoners in the cell block area.
10. Maintain effective working relationships with other departments and agencies, employees, private organizations, and the public.
11. Disseminates information concerning wanted persons stolen vehicles missing persons and other police information as may be received by teletype telephone or other means.
12. Deals with the public by handling walk-in complaints, requests for general information etc.
13. Performs other related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Working knowledge of communications equipment practices techniques and methods. Knowledge of the street system and geography of the Town. Knowledge of Departmental rules and regulations; knowledge of applicable Federal State and Town laws and ordinances. Ability to speak clearly and concisely. Ability to think and act quickly calmly and effectively in emergency situations. Ability to operate communications equipment and to demonstrate a knowledge of public safety practices and procedures. Ability to understand and follow complex oral and written instructions.

MINIMUM QUALIFICATIONS REQUIRED

High school diploma or equivalent with dispatcher or communication courses desirable; experience working with modern office equipment including computers and communication systems; New Hampshire SPOTS Certification; OR any equivalent combination of education and experience which demonstrates possession of the required knowledge, skills and abilities.