

JOB POSTING

Public Safety Telecommunicator/Dispatcher – Full Time

The South Worcester County Communications Center is accepting applications for purposes of filling immediate openings for full-time Public Safety Telecommunicator. Applicants must be willing to work any and all shifts including nights, weekends, and holidays.

The SWCCC serves the Towns of Webster and Dudley and is a state of the art, facility in the Webster Police Department that opened in November, 2014. The Center is staffed by a minimum of two Public Safety Telecommunicators 24/7/365. The Center handles an average of 90 calls for service per day, or roughly 32,500 calls for service per year.

Job Description

Provide emergency and non-emergency police, fire and medical telecommunication services to the public by answering emergency 911 calls and dispatching the appropriate personnel and equipment. Maintains an accurate status of all emergency response equipment and personnel to ensure prompt and accurate response. This equipment includes but is not limited to police, firefighting, hazardous materials, wild land firefighting, technical rescue, and ambulance services. Serves as an after-hours answering point and communication center for Highway, Water, Sewer, and other Town Departments.

Minimum Qualification

Applicants must be at least 18 years old. Excellent verbal, writing, and typing skills. A minimum of a high school diploma or any equivalent combination of education and experience. Strong computer skills, ability to multi-task, and ability to work professionally under high stress conditions is required. Applicants must have a valid driver's license

Preferred Qualifications

Previous dispatching experience in police, fire, or emergency services a plus. Certifications in CPR, First Aid, MA NG-911, CJIS, and PowerPhone EMD, APCO PST 1 or equivalent are preferred. We are however willing to train the right candidate.

Salary

Current starting rate is \$23.15 per hour plus differential with a top step of \$26.45 plus differential. Credit for prior dispatch experience for both salary step and vacation accrual will be awarded upon successful completion of probationary period.

Application Process

Applications and full job description are available online at www.swccc911.net or in person at the SWCCC, 357 Main St., Webster. Applicants may apply in person or via the associated posting on Indeed.

Applicants will be required to complete a CitiCall pre-employment examination and a full background check to be considered. Applicants will be contacted to schedule their pre-employment exam. Applications selected for employment will be required to pass a pre-employment drug screen and physical as a condition of employment.

If submitting in person, Applications along with résumé and cover letter, and signed and notarized background release form must be submitted to SWCCC, Attention Director Lynskey by Wednesday, April 13, 2022 at 16:00 hrs. Please note if submitting electronically via Indeed (same deadline), a completed application along with resume, cover letter and signed and notarized background release form must be submitted no later than the time of your scheduled CitiCall examination.

Applicants who do not submit a complete application packet with noted attachments will not be considered.