



Matthew J. Perkins

LAKEVILLE POLICE DEPARTMENT

323 Bedford St.
Lakeville, MA 02347



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JOB POSTING
TOWN OF LAKEVILLE
PART TIME POLICE/FIRE DISPATCHER

POSTING DATE: December 15, 2023

POSITION: Part time Police/Fire Dispatcher. Applications will be accepted for the position of part time Police/Fire Dispatcher. Job description is attached to this posting. Application can be found at <https://www.lakevillema.org/human-resources>.

Submit application, cover letter, resume, CORI form and deliver to: Chief Matthew Perkins, Lakeville Police Department, 323 Bedford Street, Lakeville, MA 02347, or Email mperkins@lakevillema.org.

HOURS: This position is required to work rotating shifts within a 24-hour, 7-day a-week period, which may include nights, weekends, and holidays.


WAGES: \$18.25 per hour, Level 8 (Non-Union)

DUTIES: The Dispatcher/Desk Officer receives all oral Communication from the public and law enforcement personnel coming into the station. By following established procedures and employing common sense, they transmit requests for service to the appropriate location.

QUALIFICATIONS: Must have a valid driver's license. High school diploma or equivalent is required. College degree from an accredited college or university with major course work in police science, criminal justice, political science, behavioral science, business or public administration, or a related field is strongly preferred. The successful candidate will be required to have satisfactorily completed an extensive background investigation.

The Town of Lakeville provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, ancestry, disability status, genetics, pregnancy or pregnancy-related conditions, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal and state laws. Applicants with disabilities needing reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact Lacey Marshall, Human Resources Director, lmarschall@lakevillema.org 508-946- 8808.

JOB DESCRIPTION

	<h2 style="margin: 0;">Police & Fire Dispatcher</h2>	ISSUE DATE: 12/15/2023
		EFFECTIVE DATE: 05/18/2020
MASSACHUSETTS POLICE ACCREDITATION STANDARDS REFERENCED: None		REVISION DATE: _____

SUMMARY

Under the supervision of the Police Shift Supervisor/OIC, the Dispatcher/Desk Officer receives all communications from the public, law enforcement personnel, and fire personnel coming into the police station. By following established procedures and employing common sense, he/she transmits requests for service to the appropriate location.

Subject to the provisions in the Policies and Procedures Manual, the Dispatcher/Desk Officer has the primary responsibility for the initial deployment of law enforcement and fire personnel and equipment.

ESSENTIAL FUNCTIONS

It is the duty and responsibility of the Dispatcher/Desk Officer to:

- Assign officers, under the direction of the Shift Supervisor/OIC, to investigate complaints, accidents and all other incidents brought to his/her attention. Transmit to the officer in the field all calls for help and assistance and log such assignment.
- Log the time whenever a departmental patrol unit goes on the air and the time and location when a patrol unit goes off the air.
- Become thoroughly familiar with the Department's procedures relating to the use of radio and other equipment.
- Respond to any complaints received in a calm and civil manner.
- Acquire a thorough knowledge of the location and layout of streets, buildings, parks, housing projects and other significant areas of the community so as to maximize the accuracy and speed of dispatchers.
- Become familiar with emergency procedures that relate to matters requiring urgent police, fire, or EMS attention so as to be capable of activating them immediately.
- Keep personnel who have been dispatched on calls fully informed of all facts affecting the safety or efficiency of their response to the call.
- Inform the Shift Supervisor when contact with an officer on patrol cannot be made after a reasonable amount of time

- Maintain equipment, especially the emergency calls lines, in working order and immediately report any malfunction or defect to the Shift Supervisor.
- Transmit on the computer all requests for information requested by members of the Police Department.
- Answer all E 9-1-1 telephone calls promptly and respond as trained.
- Provide Emergency Medical Dispatch information to callers in accordance with established guidelines and training.
- Answer all telephone calls promptly and respond by stating "Lakeville Police Dispatcher/Officer" followed by his/her rank and surname.
- Perform periodical checks of prisoners as per department policy.
- Familiarize him/herself with the Criminal Offenders Record Information (C.O.R.I).
- Perform other related duties as required or assigned.

TRAINING AND EXPERIENCE

- High school diploma or equivalent is required. College degree from an accredited college or university with major course work in police science, criminal justice, political science, behavioral science, business or public administration, or a related field is strongly preferred.
- Applicants must possess strong written and verbal communication skills.
- Must obtain certification as an E 9-1-1 Call Taker and Emergency Medical Dispatch (Police Department conducts training)

WORKING CONDITIONS/ENVIRONMENT

This position is required to work rotating shifts within a 24-hour, 7-day-a-week period, which may include nights, weekends, and holidays. Work as a dispatcher can be stressful. This position requires the ability to make quick decisions calmly and process information based on limited details. The Communications Desk is subject to continuous calls, interruptions, high noise levels, and extensive public contact.

PHYSICAL REQUIREMENTS

This position may be required to sit for extended periods of time. There may be a need to lift, drag and push files, paper and documents weighing up to 30 pounds. The employee will need to speak, hear, and use hands to operate office equipment. Vision requirements include the ability to read and analyze documents and a computer. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

This position is a non-exempt position as regarding federal and state minimum wage and overtime requirements and, therefore, is eligible to be paid at the rate of time and one half (i.e., one- and one-half times) the regular rate of pay for all hours worked beyond forty hours in a work week.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirement of the job change.