



# Haverhill

Human Resources Department, Room 306

Phone: (978) 374-2357 Fax: (978) 374-2343

Denise McClanahan, HR Director – [dmccclanahan@cityofhaverhill.com](mailto:dmccclanahan@cityofhaverhill.com)

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December 13, 2018

Job # 2018-060

**PLEASE POST  
ANTICIPATED OPENING**

**POSITION:** Civilian Dispatcher  
Police Department

**HOURS OF WORK:** Rotating Schedule – 8 hour shifts (including weekends and holidays)  
40 hours weekly

**SALARY:** \$18.86 - \$22.91 per hour (according to non-union salary schedule)

**REPORTS TO:**

Work is performed under the direct supervision of the Shift Supervisor and through him/her the Division Commander and the Police Chief.

**SUMMARY**

Dispatchers perform routine to complex clerical and dispatching work in the operation of the City's Public Safety Communications Center. Work involves frequent telephone contact with members of the community. Many situations are emergency in nature, and the individual must be able to think and act clearly and calmly.

**GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES:**


Acquires information from citizens and other entities requesting public safety services or assistance. Answers telephones. Analyzes alarm system information, given signals, messages, codes, and data, so that the information is properly interpreted in preparation for the allocation of resources. Extracts pertinent information so that accurate information is obtained. Assesses the priority of service requests. Prepares data for dispatch or referral by evaluating, categorizing, formatting and documenting the incident or service related information. Dispatches public safety personnel. Relays information and data as required for resolution, referral, or response to an incident or service request. Responds to requests for information from citizens. Assists citizens in completing departmental forms. Generates correct, complete, and concise records of public safety service requests in accordance with policies and procedures. Maintains departmental records; records information and enters data into computer information system; performs other clerical work as assigned. Maintains communications equipment.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

**MINIMUM QUALIFICATIONS:**

Ability to communicate clearly and concisely in person, by telephone, and in writing. Ability to assist the public and maintain favorable public relations. Ability to make decisions and judgments based on common sense and values. Ability to maintain composure in stressful situations. Ability to follow written and verbal instructions. Ability to remember and recall detailed information. Ability to work well with others in a team environment. Knowledge of computer database and word processing equipment; ability to perform data entry and prepare routine correspondence using such equipment. Ability to read, write and spell the English language.

Minimum of high school diploma and work experience which displays dependability and ability to function under stress. Must be able to work any shift including weekends and holidays.

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Civilian Dispatchers will adhere to the City of Haverhill's Drug and Alcohol Policy for random testing.

Satisfactory completion of the State 911 Dispatcher Academy given by the State 911 department. Said school will be attended as soon as possible after beginning employment.

### **PREFERRED QUALIFICATIONS:**

College education. Emergency telecommunications experience. Experience with computer aided dispatch systems. Prior public safety agency experience. Training in stress management and crisis intervention. Certifications in police/fire telecommunications, E-911, Emergency Medical Dispatch, LEAPS/CJIS. Knowledge of legal issues affecting police/fire dispatch.

### **PHYSICAL REQUIREMENTS:**

While performing the duties of the job, the employee is frequently required to sit and talk and hear. The employee is occasionally required to walk; use hands to finger, handle or feel objects, tools or controls and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl. Employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus. Work is frequently performed in emergency and stressful situations. Attendance is mandatory.

Work Environment – The noise level in the work environment is moderately noisy. Work shifts cover 24 hours per day and seven days per week including holidays. Attendance is mandatory. Must have the ability to sit for long periods of time at a computer.

Applicants will be required to undergo a background check including CORI screening prior to appointment.

### **CLOSING DATE:**

### **OPEN UNTIL FILLED**

### **SUBMIT COVER LETTER, RESUME AND APPLICATION TO:**

Denise McClanahan, Human Resources Director  
City of Haverhill  
4 Summer Street Room 306  
Haverhill, MA 01830

"The City of Haverhill is an Equal Opportunity/Affirmative Action Employer."

**APPLICATION IS AVAILABLE ONLINE AT:** [http://www.haverhillma.gov/departments/human\\_resources/job\\_opportunities.php](http://www.haverhillma.gov/departments/human_resources/job_opportunities.php)

Application can be saved and sent as attachment when applying online. Email should be sent to [hrd@cityofhaverhill.com](mailto:hrd@cityofhaverhill.com).  
PLEASE REFERENCE JOB # 2018-060 WHEN APPLYING ONLINE.

### **SPECIAL NOTE:**

**Applicants selected for interview shall be required to participate in a series of assessment tests including, but not limited to, an entry-level Telecommunicator Test as well as a typing test. Successful applicants will also undergo a complete background investigation. Applicants will be notified of their standing in the interview process after reviewing all applications.**