

**CITY OF BOSTON EMPLOYMENT OPPORTUNITY**

**POSTING DATE: 12/20/00**

**CLOSING DATE: OPEN**

**Position Title: Communications Equipment Operator III, R-13 (911 Call Taker)      Posting Number: BK-892**

**Brief Job Description (essential functions of the job):**

Under general supervision, the Communications Equipment Operator III (CEO III) will be assigned to the Operations Division. Job responsibilities include receiving, recording and referring emergency and non-emergency phone calls from the public by operating the Centrex telephone system console and switchboard, Computer Aided Dispatch (CAD) and Criminal Justice Information System (CJIS). The majority of work performed is in an MS Windows environment. The CEO III must be able to multi-task; work well under pressure; talk, listen and write simultaneously; maintain control of emergency calls and ascertain relevant information as quickly as possible; utilize sharp judgment skills to make qualified, instantaneous decisions; and other related duties as required. The CEO III may also perform duties as the Duty Supervisor's clerk with responsibilities including but not limited to updating and maintaining the detail book, sick time log, notification / pager list, as well as communicating with outside City and State agencies.

**Minimum Entrance Qualifications:**

All applicants must have a minimum of two (2) years of full-time or equivalent part-time paid clerical experience in a customer service position where the primary responsibilities included triaging incoming calls on a switchboard and recording information for reporting purposes. All applicants must be able to type a minimum of 35 words per minute; possess excellent verbal and written communication skills; a professional phone manner; the ability to read, write and communicate clearly in English; and the ability to sit for extended periods of time. It is strongly preferred that all candidates possess knowledge of the City of Boston's main streets and intersections, as well as Departmental Rules and Procedures relative to policing priorities. Experience with MS Windows is required. All applicants will be subject to hearing and vision testing. Preference will be given to applicants with previous 911 Call Taker experience.

**A CRIMINAL RECORD CHECK WILL BE CONDUCTED ON ALL APPLICANTS.  
BOSTON RESIDENCY REQUIRED.**

**Department Name and Address:**

Boston Police Department  
One Schroeder Plaza  
Boston, MA 02120  
Phone 617 / 343-4677

**Employment Site (If Different):**

**Pay and Hours Per Week:**

Union/Grade: SEIU / R-13  
Minimum salary: \$593.06  
Maximum salary: \$811.95  
40 Hours per week

**Submit Application To:**

Office of Human Resources  
Boston City Hall Room 612  
Boston, MA 02201  
Phone 617 / 635-3370

**AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER**

ALL APPLICANTS MEETING MINIMUM ENTRANCE REQUIREMENTS WILL BE CONSIDERED FOR THIS VACANCY

Signature of Appointing Authority or Designee: \_\_\_\_\_

Approval of Director of Human Resources: \_\_\_\_\_

Review: (initial) Cabinet Officer \_\_\_\_\_ OBM \_\_\_\_\_ Class. Sec. \_\_\_\_\_ COO \_\_\_\_\_ Recruit. \_\_\_\_\_

Review: (date) Cabinet Officer \_\_\_\_\_ OBM \_\_\_\_\_ Class. Sec. \_\_\_\_\_ COO \_\_\_\_\_ Recruit. \_\_\_\_\_