

CITY OF BOSTON EMPLOYMENT OPPORTUNITY

POSTING DATE: 4/24/01

CLOSING DATE: OPEN

Position Title: Police Dispatcher, R-17

Posting Number: BK-1049

Brief Job Description (essential functions of the job):

Under general supervision, the Dispatcher will be assigned to the Operations Division of the Boston Police Department. Job responsibilities include: receiving, transmitting and disseminating information both routine and emergency in nature received from 911 calls to police units in the field; utilizing various telecommunications equipment including but not limited to Computer Aided Dispatch (CAD); VESTA and Motorola Radio System; receiving and responding to requests from police units for information needed in the performance of their duties; querying various law enforcement databases (e.g. vehicle registrations and warrants); and other related duties. Dispatchers will undergo extensive training on all aspects of the Department's 911 Call Center. The Operations Call Center is a 24-hour operation with three shifts.

Minimum Entrance Qualifications:

All applicants must have a minimum of three (3) years of full-time or equivalent part-time paid experience in a customer service position where the primary responsibilities included triaging incoming calls on a switchboard and recording information for reporting purposes. It is strongly preferred that applicants possess prior experience as a Dispatcher for a public safety agency, taxi cab service, ambulance company, or delivery service. All applicants must possess excellent verbal and written communication skills; the ability to read, write and communicate clearly in English; a professional phone manner; the ability to type 40 words per minute; the ability to apply police protocol, utilize sound judgment skills and maintain a calm manner in stressful and emergency situations; the ability to multi-task; the ability to sit for extended periods of time; and knowledge of the City of Boston's main streets and intersections. Experience with MS Windows is required. All applicants will be subject to hearing and vision testing.

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

Department Name and Address:

Employment Site (If Different):

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

Submit Application To:

Pay and Hours Per Week:

Union/Grade: SEIU / R-17
Minimum salary: \$844.10
Maximum salary: \$1,155.68
40 Hours per week

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. _____