

**SIGNAL OPERATOR**

**Reports To:** Dispatch-Supervisor, Police and Fire Officers-In-Charge, and the overall direction of the Police and Fire Chiefs.

**Supervises:** Non-Supervisory

**NATURE OF WORK**

This is a non-sworn position. The purpose of this job is to perform specialized work duties involving receiving and dispatching messages for the Police, Fire, Communication Departments, and local government. Duties and responsibilities include operating radio equipment, telephones, copy machines, facsimile machines, communications systems and computers; receiving, processing and dispatching calls/messages to/from vehicles and personnel; organizing and filing forms and information; assisting in training; and acting as a liaison between callers and police/fire/emergency representatives.

**ESSENTIAL DUTIES** *(The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned):*

- Must be multi-tasked, with ability to do and listen to several things at one time;
- Answers the Emergency 911 telephones, TTY telephones, multi-channel radios, business telephones and alarm telephones and systems;
- Evaluate and process calls;
- Determine nature, location, and priority of calls by level of urgency and dispatch units accordingly;
- Provides routine and emergency information to callers;
- Transfer calls to appropriate departments and agencies in accordance with established procedures;
- Returns calls as necessary;
- Takes and relays messages and/or directs calls to appropriate personnel;
- Monitor and operate various radio frequencies to communicate with police/fire and local government units;
- Read and effectively interpret small-scale maps and information from a computer screen in order to determine locations and provide directions;
- Maintain contact with police/ fire field units, maintain status and location of police/fire units; and assist police/fire units in locating addresses;
- Accurately enter information into the CAD system while simultaneously receiving information by phone or radio;
- Communicates with ambulances, towing services, utility crews, etc., as needed;
- Monitors alarms, audio and closed circuit camera systems;

- Obtain information requested by police officers (e.g., checking license plates, checking for wanted persons, checking driver's license information, etc.);
- Keeps accurate records of messages, complaints, and information received and transmitted;
- Performs clerical, typing and statistical work in connection with routine records;
- Responds to routine requests for information or assistance from members of the staff, the public or other individuals;
- Contacts and maintains records related to detail and overtime assignments;
- Maintains court information for officers; notify officers of court subpoena dates;
- Maintain court, arrest, towing, stolen article, and missing persons records;
- Maintains indices of information in the communications center; send, receive and route a variety of law enforcement reports, warrants and other materials;
- Assigns complaint, arrest, accident, and call identification numbers;
- Prepares and/or generates routine reports, logs, directories, forms and other documents via computer and/or typewriter;
- Maintain access to, and security of, highly sensitive materials;
- Recognize sensitive information and keep it confidential;
- Perform minor routine maintenance tasks on equipment including dispatch, computers, and general office machines, and request service and repairs as necessary;
- Organizes, files, and copies, citations, reports, logs, court documents, and various forms;
- Uses knowledge of various software programs to operate a computer in an effective and efficient manner;
- Work in a confined area;
- Serves as a receptionist, greeting people in front lobby;
- Adhere to orders, rules, regulations, policies and procedures;
- Learn material and pass required tests;
- Train and evaluate new and other Signal Operators as assigned;
- Perform related duties as assigned;
- Perform the duties of Dispatch Supervisor - Secretary as assigned based upon organizational need or workload distribution.

## **EDUCATION AND EXPERIENCE**

- High school diploma (or GED) certificate required;
- Completion of a required prescribed courses of instruction, including but not limited to:
  - State-mandated training by the Statewide Telecommunications Board (SETB) and Certification as a 9-1-1 Emergency Telecommunicator;
  - State-mandated training and Certification as a CJIS/NCIC computer terminal operator;
  - CPR and First Responder training and refresher training, as required;
  - Emergency Medical Dispatching (EMD);
  - Training in local rules, regulations, practices and policies and procedures.
- The following skills and experience are preferred, but not required:
  - Typing skills of 30 WPM;
  - One year multi-line telephone experience;

- One year customer service experience or experience working with the public;
- One year data entry or on the job computer experience;
- Previous work experience as a dispatcher;
- Previous Police/Fire/EMS experience.

## **LICENSE**

Need to possess a valid Massachusetts driver's license.

## **OTHER REQUIREMENTS**

- Must pass a pre-employment background check.
- Must pass drug screening.

## **(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**PHYSICAL REQUIREMENTS:** Primary duties are performed while sitting for prolonged and extended periods of time with occasional or intermittent standing during an 8-hour shift. Must be physically able to operate a variety of automated office machines which includes a computer, printer, typewriter, facsimile machine, copy machine, calculator, telephone, switchboard, radio transmitting equipment, etc. Must be able to use body members to work, safely reach, twist, bend, and lean to access, move or carry objects or materials from counter tops, file draws, and shelves. Must be able to exert up to twenty pounds of force occasionally, and/or up to ten pounds of force frequently. Physical demand requirements are at levels of those for sedentary work. Work in a confined area with controlled climate. Work in an office environment; sustained posture and intense attentiveness for prolonged periods.

**DATA CONCEPTION:** Requires the ability to compare and or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

**INTERPERSONAL COMMUNICATION:** Requires the ability of speaking and/or signaling people to convey or exchange technical and administrative information related to law enforcement, emergency medical and radio codes. Includes giving assignments and/or directions to co-workers or assistants. Requires the ability to interact with law enforcement, fire, emergency medical, fellow employees, other municipal, state and federal personnel, and members of the public in a calm and professional tone and manner.

**LANGUAGE ABILITY:** Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures related to the job of Signal Operator/Public Safety Dispatcher. Requires the ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak clearly with and before others with poise, voice control, and confidence using correct English and a well-modulated voice.

INTELLIGENCE: Requires the ability to learn and understand basic to complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to the job of Signal Operator/Public Safety Dispatcher.

VERBAL APTITUDE: Requires the ability to record and deliver information to supervisors and officials; to explain procedures and policies; and to follow verbal and written instructions, guidelines and objectives.

NUMERICAL APTITUDE: Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight; and utilize statistical inference.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape, visually with office equipment.

MOTOR COORDINATION: Requires the ability to coordinate hands and eyes in using automated office equipment.

MANUAL DEXTERITY: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. The operation of a personal computer requires finger and wrist dexterity. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have minimal levels of eye/hand/foot coordination.

VISION AND COLOR DISCRIMINATION: Corrected vision to normal range. Requires the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with people (i.e. staff, supervisors, general public, and officials) beyond giving and receiving instructions such as in interpreting departmental policies and procedures. Must be adaptable to performing under considerable stress when confronted with an emergency related to the job of Signal Operator/Public Safety Dispatcher.

PHYSICAL COMMUNICATION: Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear; corrected hearing to normal range).

The Town of Freetown is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Town may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

### **KNOWLEDGE OF JOB**

Has considerable knowledge of the policies, procedures, and activities of the Town, Police, Fire, and Communications Departments practices as they pertain to the performance of duties relating to the job of Signal Operator/Public Safety Dispatcher. Has considerable knowledge of Police, Fire, and Communication Departments practices as necessary in the completion of daily responsibilities.

Knows how to develop and administer operations and staff plans and objectives for the expedience and effectiveness of specific duties of the department. Knows how to keep abreast of any changes in policy, methods, computer operations, equipment needs, etc. as they pertain to departmental operations and activities. Is able to effectively communicate and interact with supervisors, members of the general public and all other groups involved in the activities of the department. Is able to assemble information and make written reports and documents in a concise, clear and effective manner. Have good organizational, human relations, and technical skills. Is able to use independent judgment and work with little direct supervision when necessary. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has comprehensive knowledge of the terminology, principles, and methods utilized within the department. Has the mathematical ability to handle required calculations. Is knowledgeable and proficient with computers.

### **SPECIAL REQUIREMENTS**

Incumbents must have the ability to work, as assigned, on schedules that include Saturdays, Sundays, holidays, and non-traditional work hours (e.g., midnight shifts); and a willingness to work overtime as required. Due to the unpredictable and critical nature of the work, incumbents must be willing and available to work additional hours beyond their assigned shifts, sometimes with little or no notice, and be available for callback.

### **PROBATIONARY PERIOD**

The probationary period is set forth in the collective bargaining agreement.

*The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.*

FLSA Status: Non-Exempt  
Union: Yes  
Status: Full and Part-time  
Effective Date: 04/08/08  
Supersedes: 1996

Acknowledgment of Receipt: \_\_\_\_\_ Date: \_\_\_\_\_

**COMMUNICATION DEPARTMENT**  
**SIGNAL OPERATOR & DISPATCH SUPERVISOR**  
**AUTOMATIC DISQUALIFICATION LIST**

**APPLICATION & BACKGROUND INVESTIGATION**

- Falsification or omission of any part of the application packet.
- False information regarding age/date of birth.
- Falsification or omission of information regarding current or past addresses, employers and schools.
- Falsification or omission of information regarding relatives employed by the Town
- Any misrepresentation or omission of any material fact on the application; during the background investigation; or in any phase of the selection process shall disqualify the applicant.
- An applicant will be disqualified if he/she refuses to sign a release of personal records form, personal inquiry wavier, duty assignment agreement, agreement to contact current employer, notice of disclosure of consumer report, release from liability wavier, authorization of military records form or any other required form used as a part of a comprehensive background investigation.

**ENGLISH LANGUAGE**

- An applicant must be able to read, write, and speak the English language.

**EMPLOYMENT HISTORY (includes school and military)**

- Fabrication of any information related to a job.
- Failure to list any job on application packet.
- An applicant whose work history reflects excessive tardiness and absenteeism, incompatibility with coworkers and supervisors, carelessness, insubordination, inability to follow instructions may be a basis for disqualification.
- Failure to report a discharge, forced termination or resignation for any reason.
- Failure to report employment discipline, including written warnings, reprimands, etc., or court-martial (if in the military).
- Disciplinary action in prior employment, the military or educational institutions for behavior that would be either a criminal act or other major violation of the Freetown Department Rules & Regulations will be a basis for evaluation.
- Other factors relating to work history, compliance with law and similar job related areas might be considered in evaluating the individual's fitness for employment.
- Applicants must not have received a less than honorable discharge from any of the Armed Forces of the United States.
- Applicants who have received a discharge from any of the Armed Forces of the United States for unsuitability, unfitness, or other misconduct reasons under honorable conditions may be evaluated for job related behavior and may be disqualified where the discharge indicates factors that may affect job performance.

## **WORK AVAILABILITY**

- An applicant whose work history or whose expressed views reflect job instability; unwillingness to perform shift work, weekend work, work on holidays, or to work overtime in emergencies.

## **FINANCIAL RESPONSIBILITY**

- Credit history and financial condition of the applicant will be reviewed. Credit history will not be a sole basis for disqualification, except that an applicant may be denied employment if he/she is indebted to the extent that the salary for the position, with reasonable diligence, will manifestly be insufficient to pay his/her debts as they fall due.
- Failure to pay just debts will disqualify an applicant.
- Any checks intentionally written on a closed account.
- Two or more separate incidents within the past 5 years of being convicted of or having wages garnished for failure to pay child support.
- Failure to pay taxes.

## **CHARACTER & INTEGRITY**

- Each applicant must be of good moral character as determined by an in-depth investigation into his/her background.
- An applicant who has used a different name for the purpose of defrauding, misleading, evading debts, or improper purpose will be disqualified.
- Taking of items and/or money without permission (added together) of over \$100 from an employer within the past 3 years (includes military).
- Any incidents of misdemeanor shoplifting, or accessory to shoplifting, whether caught or not, within the past 3 years.
- Giving perjured, sworn testimony at any time.
- Giving false statements or making falsified reports as a public safety employee.
- Offering or paying a bribe.
- Soliciting or accepting a bribe at any time as a public safety employee.

## **MEMBERSHIP IN ORGANIZATIONS**

- A Current membership and/or participation in an organization which has as a stated purpose to the overthrow of any local, state, or the federal government, or which has as a stated purpose, violation of any laws or advocates or approves acts of force or violence to deny other persons their rights under the Constitution of the United States may be a basis for disqualification.

## **DRUG BEHAVIOR**

- Applicants who have a pattern of illegal use of any class of controlled substance, including marijuana, as defined in Massachusetts General Laws will be rejected. (This includes prescription drugs not prescribed to you for your use, anabolic steroids, and designer type drugs.) The suitability of an applicant, who has illegally used a controlled substance, including marijuana, will be evaluated on the basis of circumstance of involvement, use,

length of use, and quantity of use. For example, applicants who have illegally used a controlled substance, including marijuana, experimentally, and a minimum of three years has elapsed during which the applicant has not used any illegal controlled substance, including marijuana, may be considered for employment. Any illegal use of a controlled substance, including marijuana, after submission of his/her application will result in rejection.

- Use of any hallucinogenic, such as LSD, PCP, Opium or any of its derivatives will disqualify the applicant.
- Use of any illegal drug, on or off duty, while employed as a public safety employee.
- Any offense involving the applicant's participation in trafficking of a controlled substance as defined in M.G.L. c. 94C. Other than trafficking, any sale, manufacture (includes growing) or distribution of any illegal drug, including marijuana, within the past three years. If beyond 3 years, the following factors should be considered: The frequency of the behavior; the quantity of drugs involved; and the type of drug.
- Deliberate abuse of prescribed controlled substances within the past 3 years.
- Refusal to agree to submit to a drug screening as an applicant or to for cause drug testing as an employee.

## **ALCOHOL BEHAVIOR**

- Unauthorized consumption of alcoholic beverages while on duty as a public safety employee, as evidenced in past jobs.
- Refusal to agree to submit to "for cause" alcohol testing as an employee, as evidenced in past jobs.

## **RESTRAINING ORDERS**

- An applicant who is currently under an injunction or restraining order for domestic violence, or is currently under an injunction or harassment prevention order will have his/her application placed inactive until the outcome of the injunction is finalized and/or the restraining order is lifted.

## **CRIMINAL BEHAVIOR**

- Applicants must not have been convicted of any felony.
- Applicants must not have been convicted of any offense under Chapter 94C of Massachusetts General Laws (drug law violations).
- Applicants must not have been convicted of a misdemeanor involving perjury or false statement.
- Sufficient misdemeanor convictions to establish a pattern of disregard for the law.
- If arrests or charges are pending against an applicant, the application will be temporarily suspended until disposition of all arrest or charges are made.
- Applicants under court ordered probation will not be considered, until the terms of the probation are over.
- A conviction (or adjudicated as a delinquent or as a youthful offender) of a felony, a misdemeanor punishable by more than two years imprisonment, a violent crime, or a weapons or drug offense, will disqualify the applicant.
- A conviction of the crime of domestic violence will disqualify the applicant.

- Commission of a detected or undetected crime as an adult, which constitutes a felony, will disqualify the applicant.
- Commission of a detected or undetected crime as an adult, which constitutes a misdemeanor involving moral turpitude, will disqualify the applicant.
- Commission of a detected or undetected crime as an adult, which constitutes a repeated misdemeanor offense, will disqualify the applicant.
- Commission of a detected or undetected crime as an adult, which constitutes a crime involving violence, will disqualify the applicant.

### **RELATIVES & ASSOCIATES**

- Deliberate association of a personal nature within the past year with a person who uses illegal drugs in the presence of the applicant.
- The background and criminal activities of relatives and/or close associates of the applicant may be a basis for disqualification of the applicant if it appears that such relationships may affect the applicant's ability to perform the duties of a public safety employee.

### **DRIVING HISTORY**

- Applicants must possess a valid driver license that is not under suspension, cancellation, or revocation, or is not about to be suspended, canceled, or revoked.
- Conviction of OUI shall be grounds for disqualification of an applicant.
- Any license suspension/revocation, reckless/negligent driving, hit and run accident, or failure to stop for a police officer incident within the past three years shall be grounds for disqualification.
- Applicants must have an overall good driving record. An applicant must not have a noticeable pattern of violations, citations, at fault accidents and/or convictions within the past three years. Stop sign violations, speeding, careless driving, and at fault accidents are just a few of the examples that could disqualify an applicant if he/she has developed a pattern. Applicants will be required to submit the original certified driver license record from the state's Registry of Motor Vehicles for each state where they were issued a license, other than Massachusetts.

### **PHYSICAL CONDITION**

- A tattoo, brand, body piercing or tooth veneer that violates established department rules and regulations.
- An applicant may be evaluated on a present or future physical condition. An applicant will be rejected if the Town of Freetown's evaluating physician certifies that there is a reasonable probability that a specific physical condition would prevent the applicant from performing the essential job functions, and no reasonable accommodation is possible.
- An applicant's temporary disabilities, such as broken bones, pregnancy, and skin diseases, may result in the delay of the applicant's processing until such time as the temporary disability no longer exists.
- Any doubt as to the applicant's ability to participate in the selection process or to perform the essential job functions shall be resolved by examination and certification by a physician approved by the Town of Freetown.

## **CERTIFICATION/ELIGIBILITY**

- Falsifying documentation, including but not limited to, a college degree, birth certificate, social security card, transcript or specialized training
- Falsifying documentation of law enforcement certification

**This list is not inclusive. A candidate may also be disqualified if the totality of his/her circumstances indicates that he/she would not be suitable as a signal operator or dispatch supervisor.**