



City of Peabody

Human Resources Department

City hall, 24 Lowell Street, Peabody, MA 01960

Phone: (978) 538-5722/5721

BETH BRENNAN O'DONNELL
Human Resources Director

KAREN MEAGHER
Benefits Manager

CATHY TROMBLEY
Human Resources Aide

JOB POSTING
POLICE DEPARTMENT
DISPATCHER

Job Title: Dispatcher

Civil Service: Official Service (subject to testing procedures as become available)

Union: PEABODY POLICE DISPATCHERS ASSOCIATION,
MASSACHUSETTS COALITION OF POLICE, LOCAL 348

Schedule: To be determined. Dispatch response is an obligation of all days and all hours. 8 hour shifts - work 4 days followed by two days of non-work

Pay Rate: Depending on shift starting rate is \$17.95 to \$19.38 per hour

Summary of Position Responsibilities:

Duties of a Dispatcher are primary in public safety as calls for service are received by the Dispatcher and appropriate personnel of the Police, Fire and Emergency Medical services are dispatched as needed. The Dispatcher must transmit and receive information and messages between public safety divisions and other law enforcement and emergency service providers. All calls received and the actions taken are recorded and maintained accurately in computer based systems. Position is supervised by the Supervisor of Dispatch under authority of the Chief of Police and/or his designee.

Qualifications:

Must be a High School graduate. Demonstrated proficiency in effective use of a keyboard and recording effectively into computer systems required. A solid understanding of effective record maintenance required. Clear and effective in communication by phone and in person essential; ability to read and write clearly in English required. Must be able to comprehend and follow instructions;

able to work on computer keyboard for long periods of time. Ability to work day, night and weekend shifts required. Must be willing and able to work extended shifts and/or double shifts in emergency situations. Hearing at or correctible to normal ranges; must hear without impediment in all telephone contacts. Able to speak in another language is a plus.

Posting Date: October 2, 2017

Application: City application can be found on the City of Peabody, MA website www.peabody-ma.gov or obtained at the Human Resources Department at City Hall. Qualified candidates please submit applications on or before **October 18, 2017** to the Human Resource Office, City Hall, 24 Lowell Street, Peabody; or via e-mail to ctrombley@peabody-ma.gov; or fax to 978-538-5982. The City is an EOE.