

Town of Stoneham



Human Resources
(781) 279-2620

Office of the
Town Administrator

Job Description

Job Title: Fire and Police Signal Operator I
Department: Police Department
Supervision: Reports to the Supervisor, Fire and Police Signal Operator II
Scheduled Hours: 37.5 hours per week
Union Affiliation: SCEA
Salary/Grade: Grade 38

Primary Purpose

Receive a signal, message, phone call, radio transmission, or other communication from a person or device indicating the existence of an emergency or a situation threatening the safety, life and property of persons. Receive and process police, fire, and Emergency Medical Service (EMS) - related 9-1-1 calls. Receive and process non-emergency signals and calls. Dispatch police, fire, EMS and other emergency units and personnel as needed. Monitor and operate emergency signaling, radio, computer, telephone, alarm and other specialized equipment in support of public safety communications and dispatch functions. Perform other dispatch, signal monitoring, communications support, records processing, attend training and other duties as assigned.

Essential Duties and Responsibilities

The essential functions or duties listed below are intended 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.

1. Regularly perform any and all duties of a signal operator and dispatcher. Monitoring, receiving and transmitting fire alarm signals via the municipal fire alarm system alarm, and receive telephone alarms of fire. Monitor burglar alarm panel installed in dispatch which is connected to municipal buildings, dispatching police units as necessary.
2. Maintain central control and coordination of two-way radio communications for a Federal Communications Commission (FCC) licensed base station consisting of multiple mobile and portable radio units.
3. Assume responsibility for monitoring all municipal public safety frequencies from neighboring communities and/or public safety agencies.
4. Coordinate, monitor and control local base station for regional mutual aid fire communications.

5. Utilize and operate the National Law Enforcement Agency Telecommunications Computer Processing System (NLETS). Through the local terminal, data is accessed, inquiries are made, information is placed on file with the network and communications are received for dissemination.
6. Act as an informational resource person to the Police Department for the transferring of general broadcasts received via regional police communication channels, or telecommunications on missing persons, stolen motor vehicles and miscellaneous criminal activity, etc.
7. Monitor and receive medical aid, intrusion, fire and trouble alarms for individuals, Municipal Buildings, Elderly Housing, Businesses, Schools and other persons and entities and dispatch correct municipal departments. Also monitors a teletype service for the deaf being operated at this location.
8. Provide Emergency Medical Dispatch Services and Instructions.
(Pending approval by State 9-1-1 Department, this will change as of July 1, 2012 whereby Action Ambulance will provide Emergency Medical Dispatch Services and Instructions. Action Ambulance has submitted an application to the State 9-1-1 Department, with Police Chief's signature and approval, for this transition. It should be noted that our dispatch personnel will maintain simultaneous communication with Action Ambulance as they provide EMD services and instructions, and will dispatch appropriate ambulance, fire and police units as needed and/or required.
9. Operate the Town's paging and emergency alerting/notification systems.
10. Monitor and maintain telephone communications for all incoming lines and in-house intercom systems. Receive both emergency and routine calls, determine the appropriate action to be taken and/or referral to be made and give information requiring a familiarity with all aspects of the community.
11. Prepare and maintain up-to-date telephone listings, including confidential listings, for hospitals, veterinarians, medical personnel, court personnel, public transportation and utilities, local businesses, municipal officials and other persons and entities that are stored in the department's records management system.
12. Prepare and maintain up-to-date street locations and residency listings for use by municipal police, fire and medical emergency personnel that are stored in the department's records management system.
13. Call out 'Storm' vehicles at request of the Police or Fire Departments.
14. Provide message forwarding for various municipal officials and public safety personnel during non-business hours.
15. Ensure that all dispatch center operational procedures and policies and general regulations are followed and that all transmissions conform to FCC regulations.
16. Ensure the timely testing of all equipment and communication services and obtain repairs as necessary by notifying responsible personnel.

The previous statements are intended to describe the general nature and level of work being performed by people assigned to do this job; they are not intended to be an exhaustive list of all responsibilities and duties that may be required by this position, in the reasoned determination of the municipal authorities.

17. Performs other duties as assigned by the Chief of Police/Fire Chief or his/her designee.

Supervision

Reports to the Fire and Police Signal Operator II (Supervisor) or other designated official.

Education and Experience

A high school degree or GED is required.

Knowledge, Ability and Skill

1. Thorough working knowledge of, and ability to proficiently operate all radio, telephone, alarm, telecommunications, signaling and other equipment in the Emergency Center.

2. Ability to understand and carry out complex oral and written instructions.

3. Ability to rapidly and accurately assess emergency and non-emergency requests for assistance, make decisions in accordance with departmental policy and apply those to work problems.

4. A working knowledge of law enforcement, fire protection and related public safety terminology.

5. Temperamentally suited to the position; including being able to remain calm and take decisive action during emergencies, to remain alert exceedingly long periods of time and to work harmoniously with other persons and the general public.

6. Familiarity with general Police and Fire department operations; i.e., the location of streets, important structures including schools and other buildings with high life hazard, and congested and/or hazardous areas.

7. Familiarity with rules and regulations relating to equipment use, including those of the FCC and NLETS.

8. Ability to maintain written records, plan, organize and prioritize work.

9. Ability to be understood clearly by others over radio and telephone.

10. Ability to work with classified information and procedures and to maintain the confidentiality of such data.

11. Must have the ability to coordinate complex issues with various municipal officials and other departments.

12. Must have the ability to perform effectively and efficiently when faced with a variety of emergency situations.

13. Ability to establish positive public relations within the municipality and the department is required, as is the ability to interact effectively with a wide variety of people.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit for extended periods of time, talk and hear. The employee is occasionally required to walk. The employee is frequently required to use hands to finger, handle or feel objects, tools, or controls and reach with hands and arms.

The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- The noise level in the work environment is consistently high and frenetic.
- Work is performed indoors not subject to temperature extremes.
- Work is performed at a console/communications desk environment, subject to continuous telephone and radio calls, interruptions and high noise level.
- Close eye-hand coordination and finger dexterity are required to operate equipment. Continuous periods are required to be spent at the console/desk area.
- Urgent, emergency calls, emotional callers and short response deadlines produce recurring intervals of high stress.

Disability Rights

External and internal applicants having a disability, as well as position incumbents who become disabled, as defined under the Americans with Disabilities Act and/or analogous state laws, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

Whenever reasonably feasible, a reasonable accommodation will be made to enable individuals with disabilities to perform the essential functions of the job.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.