



Northern Middlesex Regional Emergency Communications Center (NMRECC)

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TEWKSBURY, MASSACHUSETTS 01876-2796

HUMAN RESOURCES DEPARTMENT

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JOB POSTING

POSITION AVAILABLE: Public Safety 911 Dispatcher

QUALIFICATIONS: Candidate must have a High School diploma or equivalent; or any equivalent combination of education and experience. Must pass a stringent Criminal Background check. Candidate must possess the ability to handle multiple tasks, make fast-paced decisions, provide quality customer service, possess excellent oral and written communication skills, and be knowledgeable of technology and Microsoft Computer Applications.

Specific job qualifications are listed in the job description attached but this position will require candidates obtain and maintain certification in Next Generation 911 systems through the MA State 911 Department amongst many other required certifications upon hiring, they are not pre-requisite qualifications for the position.

HOURS: 40 hours a week with a shift rotation of 4 days on, 2 days off and includes nights, weekends, and holidays. Shifts are assigned as 8:00am-4:00pm, 4:00pm-12:00am and 12:00am-8:00am, with additional pay for Night Differential for employees assigned to shifts between 4:00pm – 8:00am. ***Candidates can expect be placed on the 12:00am – 8:00am shift post-training.***

SALARY RANGE: The salary is based on five steps offering a range of \$51,718 – 68,872. Candidates will be placed in the step that best matches their relevant training, experience, and skillset as it pertains to the Dispatcher role in a 911 Emergency Communication setting.

BENEFITS: Paid sick leave, vacation, personal days, as well as 13 days of Holiday Pay per year; contributory health, dental and life insurance, and fringe benefits.

POSTING DATES: From: July 7, 2026
To: Until filled

TYPE OF POSTING: Open

Applications may be obtained online at www.tewksbury-ma.gov or at the Human Resources office on the 2nd floor of the Tewksbury Town Hall.

Only applicants that submit a Cover Letter, Resume and completed NMRECC Dispatcher Application will be considered for this position.

The NMRECC is an affirmative action equal opportunity employer.

This position is an AFSCME position in Group 5.

Position Purpose:

Under general supervision, performs work involving answering emergency and non-emergency voice and TTY/TDD (telecommunication devices for the deaf) and dispatching appropriate response units. Employees in this classification are responsible for entering information into computers, providing life-saving and pre-arrival instructions to callers in medical emergencies, and maintaining contact with callers and response units while enroute as needed. Relays information to law enforcement agencies on suspects and wanted persons. Employees in this classification are central to the preservation of life, health, safety and property for citizens, public safety employees, and others.

Essential Functions:

(The essential functions or duties listed below are intended only 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.)

- Answers incoming emergency and non-emergency voice, text, and TTY calls from the public; determines the nature of the call;
- Determines correct signal and/or code; assigns priority to call; simultaneously enters information into computer.
- Dispatches the appropriate agency (police, fire, emergency medical) to the scene through use of radio and computer- aided dispatch (CAD) system; coordinates multi-unit and multi-jurisdictional response calls.
- Provides life-saving and pre-arrival instructions to callers in emergency medical situations; remains available to callers while units are enroute; checks medical status.
- Maintains contact with response unit in order to give current information and instructions regarding emergency situation.
- Maintains contact in unusual situations (e.g., with hostages) to ensure information and communications flow; assists in the coordination of correct response.
- Contacts callers to obtain or relay information relating to original call or complaint.
- Maintains awareness of available response units in order to dispatch calls appropriately and efficiently.
- Performs administrative support work of routine to moderate difficulty in processing, entering and retrieving information from police records and reports.
- Retrieves and relays information from CJIS and NCIC, such as driver's license, weapon registration, tag and article ID numbers, dates of birth, etc. to law enforcement personnel.
- Uses a computer to enter and retrieve data; sorts and files records; assists the public with transactions and information relating to police, fire, and EMS activity.
- Contacts appropriate agencies by telephone to confirm wants and warrants at request of public safety officer; relays information to NCIC representative to confirm warrants and to relay information regarding located, recovered, or stolen articles.
- Coordinates with special response units such as K-9, bomb squad, SWAT, dive team, TAC team, hazardous materials team, narcotics, or intelligence in order to dispatch units to emergency scenes.
- Facilitates contact of and/or contacts Animal Control and DFACS after hours.
- Enters incident information and incident numbers into computer (CAD) so it is available to public safety personnel.

- Interacts with public over the phone to answer questions, provide information, or resolve problems; provides information on how to retrieve lost or stolen property, retrieve vehicles from impound facilities, obtain accident reports, etc.
- May be assigned to function as Communications Training Officer; provides training and instruction to new and less experienced operators on various aspects of 911 operation; monitors and documents trainees' activities; coaches and motivates trainees to improve job knowledge and performance.
- Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:**Education, Training and Experience:**

High School diploma or equivalent; supplemented by successful completion of in-house and Commonwealth of MA training; or any equivalent combination of education and experience. Candidates who possess certifications in EMD, 911, CPR and AED, IMC, and CJIS are preferred. Candidate must have the ability to maintain CJIS Certification; certification from APCO as a PST1 or equivalent is preferred. Candidate to become certified in Next Generation 911 systems through the MA State 911 Department and in TTY hearing impaired equipment. Must pass a stringent Criminal Background check.

Knowledge, Ability and Skill:

Knowledge: Working knowledge of the regions the communication center covers. Familiarity with related rules, regulations orders, policies and procedures. Knowledge of information dissemination related to criminal offenders and public record. Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures. Basic understanding of the police and fire departments operations. Basic understanding of the incident command system.

Ability: Ability to learn communication systems' techniques. Ability to handle emergency situations calmly, promptly and efficiently while under stress. Ability to think clearly in a crises situation and handle occasional high levels of stress. Ability to elicit needed information from a caller who may be a child, injured or incapacitated person. Ability to read, write and speak clearly and give clear directions over the phone and radio. Ability to handle the equipment and machinery required for the job including data entry and retrieval on computer and teletype equipment. Ability to maintain multiple file systems. Ability to attend to a number of details occurring simultaneously and do so with accuracy.

Skill: Skill in typing, computers and record-keeping. Skill in the operation of the listed equipment above. Excellent customer service skills.

Physical Requirements:

(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.)

Ability to operate a keyboard and sit at the computer and dispatching equipment for long periods of time. Ability to operate dispatching equipment and all other related emergency equipment at efficient speed. While performing the duties of this job, the employee is constantly required to sit, talk and hear. 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 40 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Supervision:

Supervision Scope: Performs a variety of responsible dispatching and clerical functions in accordance with established standard operating procedures.

Supervision Received: Work is performed under the general supervision of the Dispatch Supervisor or Executive Director.

Supervision Given: None, except for the period of time the Dispatcher acts as a Certified Communications Training Officer with an employee in training status.

Job Environment:

- Work is performed under typical office conditions; occasionally stressful; the noise level is moderate.
- Operates computer, telephone, facsimile machine, copier, typewriter and other standard office equipment as well as all dispatching equipment and radio system.
- Employee has frequent contact with the Executive Director, Communication Center staff members, NMRECC Board of Directors, and Town of Tewksbury staff members and general public, Contacts are in person, by telephone, and by email and involve an information exchange dialogue.
- Has access to a lot of department-related confidential information, details of calls for service.
- Errors could result in loss and damage to life and property; legal and/or financial repercussions for the town.

(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.)