



Marc Montminy  
Chief of Police

## UXBRIDGE POLICE DEPARTMENT

275 Douglas Street, Uxbridge, MA 01569-1851  
Telephone 508-278-7755 Fax 508-278-7874  
www.uxbridgepolice.com

### JOB POSTING

**POSTED:** July 20, 2020  
**NOTICE:** 1 Full - Time position opening

**Open dispatch shift as scheduled below:**

This position is a 4 and 2 rotation; 4 days on 2 days off.

**CLASSIFICATION:** Administrative Assistant IV  
Public Safety Dispatcher  
**GRADE:** APPENDIX A - STEP 1  
**DIVISION:** POLICE DEPARTMENT  
**REQUIREMENTS:** PER ATTACHED JOB DESCRIPTION  
**WAGE:** HOURLY PER UNION SCALE:  
\$22.77 Regular rate  
D – EMD \$0.36 PER HOUR  
**AVAILABLE:** Immediately following selection of applicant

**APPOINTING AUTHORITY: TOWN MANAGER**

All interested, qualified candidates should submit a letter of interest by **July 31, 2020** along with a resume, and the names of three professional references and Uxbridge Police Dispatch Application to Uxbridge Police Department, 275 Douglas St., Uxbridge, MA 01569 or email same to [jdaley@uxbridge-ma.gov](mailto:jdaley@uxbridge-ma.gov) [Tburke@uxbridge-ma.gov](mailto:Tburke@uxbridge-ma.gov) Review of resumes will commence immediately, and will continue until a suitable candidate is determined. Dispatch applications are available on line at their website or pick up at the Uxbridge Police Department.

Posted: Town Hall, Library, Fire Department, Department of Public Works, Council on Aging, Police Station

This position must be posted for 10 working days in-house per Article 26 of the SEIU GROUP B – DISPATCHERS CONTRACT.

*The Town of Uxbridge is an Equal Opportunity Employer*

UXBRIDGE POLICE DEPT  
275 Douglas St.  
Uxbridge, MA 01569-1851  
Phone 508-278-7755 Fax 508-278-6629

**DISPATCHER**

In Effect: 11/11/2001

Review Date: 11/11/2016 @ 1926

**DISPATCHER****RR.14 A. SUMMARY**

The Dispatcher receives all oral communications from the public and law enforcement personnel coming into the police station. By following established procedures and employing common sense, he /she transmits requests for service to the appropriate location.

Subject to the provisions in the Manual sections covering Policies and Procedures, the Dispatcher has the primary responsibility for the initial deployment of public safety personnel and equipment.

**B. DUTIES AND RESPONSIBILITIES**

It is the duty and responsibility of the Dispatcher to:

1. Report any deployment of police officers beyond their regularly assigned routes or sectors to the Officer-in-Charge.
2. Inform the Officer-in-Charge whenever a police vehicle is out of service.
3. Announce the call letters of the Department as issued by the Federal Communications Commission.
4. Be thoroughly familiar with the department's procedures relating to use of radio and other communications equipment.
5. Acquire a thorough knowledge of the location and lay-out of streets, buildings, parks, housing projects and other significant areas of the community so as to maximize the accuracy and speed of

dispatches.

6. Respond to all complaints received in a calm civil manner.
7. Be familiar with emergency procedures that relate to matters requiring urgent attention so as to maximize the accuracy and speed of dispatches.
8. Keep personnel who have been dispatched on calls fully informed of all facts affecting the safety or efficiency of their response to the call.
9. Inform the Officer-in-Charge when contact with an officer on patrol cannot be made after a reasonable amount of time.
10. Maintain equipment especially the emergency call lines, in working order and immediately report any malfunction or defect to the Officer-in-Charge.
11. Record all significant communications as required by current departmental directives.
12. Answer all telephone calls promptly and respond by stating, "Uxbridge Police Recorded line".

## **Job Description Summary:**

### **Definition:**

1. Dispatcher must demonstrate skills:
  - a. technical,
  - b. clerical,
  - c. dispatching,
  - d. CPR/First responder Certified,
  - e. 911 Certified
  - f. EMD Certified
  - g. Cellblock Suicide Prevention training
2. Possess the ability to use computers in relation to the dispatching of public safety personnel and vehicles.

3. They shall monitor and expedite all police, fire and ambulance calls and alarms.
4. Answer all emergency and non-emergency telephone requests for assistance for the Town of Uxbridge.

**Distinguishing Characteristics:**

Works under the general supervision of the Police Chief in conformance with Departmental rules and regulations.

Performs responsible duties which require the exercise of considerable judgement particularly under emergency conditions or situations not clearly defined by precedent or established operating procedures.

Errors could result in damage to persons or property, possible loss of life, and have financial or legal repercussions.

Access to confidential information not limited to department oriented information.

Makes frequent contact with the general public and Town departments.

Negligible physical effort required to perform duties under typical office conditions which can be stressful at times, particularly under emergency conditions.

**Examples of work:**

Receives all police, fire and ambulance telephone calls and fire and burglar alarms from the general public, as well as oral communications from public safety personnel; obtains pertinent facts and dispatches all personnel as required; requests additional personnel and/or mutual aid assistance as required.

Maintains daily records and logs; keeps daily shift schedules, checks schedule and informs the Officer in Charge of any changes that need to be made; types reports as directed; maintains security within the records area; assist citizens with completing forms such as accident or firearm identification applications. Files all necessary paperwork.

Maintain regular contact with police cruisers and fire department vehicles while monitoring area emergency frequencies to determine the need for mutual assistance.

Record or validate information on arrests, warrants, summonses, juvenile incidents, house breaks, stolen vehicles and routine complaints while at the same time providing information to the patrol or fire units in the field. The ability to multi-task.

Must be State certified to operate or input and receive replies from the information sharing network

computer. The records kept by the Dispatcher are usually confidential and only certain law enforcement agencies can obtain them.

Monitor prisoners in the cells through periodic walk through and video/audio surveillance, and report any unusual occurrences to the Officer in Charge.

Perform any related task as required.

All police personnel follow the rules and procedures of the Uxbridge Police Department as approved by the Board of Selectman.

**Knowledge, Ability, Skill:**

Working knowledge of public safety operations and procedures. Thorough knowledge of the Town's street layout. Knowledge of office procedures including ability to functionally navigate computers. Ability to communicate orally in a clear and concise manner. Ability to become proficient and maintain maintenance of radio equipment. Ability to handle emergency situations and to deal effectively with individuals under stress. CPR/ First Responder certified or ability to obtain within a six month period.

Memo below added November 18, 2011

Agreed as a policy and procedure between Police Chief Freitas, Lieutenant Peter Emerick, Town Manager Sean Hendricks, Union Rep Mike Foster, Union Steward Cathie Tessier, and Union Members: Jeanne Daley, Melanie Blodgett-O'Toole.

**DISPATCH ISSUES**

**SHIFT BIDDING:** The Town recognizes and will apply the principle of seniority in matters of shift assignments. Every August 15<sup>th</sup> and February 15<sup>th</sup> shift bids for dispatchers will be open. Shifts will work in order of seniority. Dispatchers wishing to change shifts must notify the Chief thirty (30) days prior to a schedule change. Dispatchers shall be notified of schedule changes to be implemented no later than September 15<sup>th</sup> and April 15<sup>th</sup>\* in the case of a vacancy, filling of the vacancy will be in accordance to SEW article #31.

Shift assignments are as follows: 8:00 am to 4:00 pm, 4:00 pm to Midnight, 12:00 Midnight to 8:00 am, and split shifts 2 days 4pm to Midnight and 2 days 12:00 midnight to 8:00 am.

The two (2) on four (4) off shift is not part of the above agreement.

Seniority will be defined as follows: Total length of unbroken full-time employment with the Town of Uxbridge as a Dispatcher.

**ARTICLE 9 AND 10 DEFINE FULL-TIME AND PART-TIME EMPLOYEES;**

**UNDER ARTICLE 10 REGULAR PART-TIME EMPLOYEES:**

An employee who works ten (10) or more hours per week but less than a regular full-time employee will be considered a regular part-time employee. Each regular part-time employee shall be entitled to benefits exclusive of insurances, established by this collective bargaining agreement on a pro-rated basis. The pro-ration of vacation and personal time under this article shall occur on June 30<sup>th</sup> of each year, based on the average number of hours per week worked by a

regular part-time employee for the preceding fiscal year.

**CALCULATIONS USED FOR VACATIONS**

40 HOURS/16 HOURS =2.5

Vacation time: 5 days = 40 hours/ 2.5 = 16 hours or 2 days

Personal time: 3 days = 24 hours / 2.5 = 9.6 hours

Holiday calculation during the fiscal year 2011/2012 there are 13,50 Holidays / 2.5 = 5.5

On years when there are only 13 holidays the calculation will be 13 / 2.5 = 5.25

July 4<sup>th</sup>, Labor Day, Thanksgiving, Christmas, Memorial Day and day is floating holiday.

Sick time 10 hours a month / 2.5 = 4 hours per month Sick Incentive 8 hours  
earned in a quarter/ 2.5= 3,2 hours

**Calling order for Dispatchers/Secretary**

Sick time call Full-time dispatchers and secretary, permanent part-time dispatcher, part-time dispatchers.

Fill In shift Part-time dispatchers, permanent part-time dispatcher, full-time dispatchers and secretary.

**CLOTHING ALLOWANCE** = Full-timers receive \$200. Permanent part-timer and part-timers receive \$0.

**Dispatch Uniform**

**Shirt** - Black Polo style  
Short sleeve or long sleeve

Shirts will have:

Uxbridge Police Department Dispatcher Badge embroidered to left breast

Last Name all caps (grey text) on right breast

**Pants** - Black or Khaki (slacks or cargo style)

**Boots/shoes** - Black or Brown footwear shall be worn and shall be in good condition and will be properly shined

**Coats/Sweaters** - Fleece style

Coat will have:

Uxbridge Police Department Dispatcher Badge embroidered to left breast

Last Name all caps (grey text) on right breast

**Belt** - Black with silver buckle (If shirt is worn tucked in)