

## POLICE OFFICER

### POSITION PURPOSE:

The purpose of this position is to perform law enforcement duties protecting life, property and civil rights of individuals, and to prevent and suppress crime. Performs responsible and visible duties including patrol, investigation, traffic control, and a variety of other duties to preserve the peace and protect life and property in the Town and enforce federal, state, and local laws, codes and regulations for the protection of life and property. Performs all other work as required.

### SUPERVISION:

*Supervision Scope:* Performs responsible functions primarily based on clearly prescribed standard practice, but frequently required to make decisions which involves choice of action within limits defined by standard practice and instructions.

*Supervision Received:* Works under the general supervision of a Sergeant or designee following the chain of command.

*Supervision Given:* If designated Officer-in-Charge (OIC) on a shift, has responsibility for 2-4 personnel.

### <sup>I</sup>JOB ENVIRONMENT:

Work is performed in a police cruiser and outdoors with exposure to varying conditions of weather and with danger to personal safety during emergencies. Works various shifts including evenings and weekends.

Operates a police cruiser, all police equipment including radar equipment, handcuffs, cameras, fingerprint tools, portable radio, first aid equipment, bio-hazard equipment, intoxilyzer, crash investigation equipment, P.B. tester, handgun, patrol rifle, ECW, OC Spray, baton, MDT, computer, and other standard office equipment. Required to wear appropriate uniform and equipment

Makes frequent contact with the general public, other law enforcement agencies and organizations, social service agencies, members of the court system, local schools and laboratories. Contacts usually involve an information exchange dialogue, but frequently require considerable persuasiveness and resourcefulness to influence the behavior of others. Additional contacts made by telephone, email, and correspondence.

Has access to department-related confidential information such as criminal investigations and personal information about citizens; the application of appropriate judgment, discretion and professional office protocols is required.

## **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.*

Patrols assigned areas in uniform, on-foot, or in marked police cruiser; conducts security checks of buildings, public areas, residential and commercial neighborhoods; responds to emergency calls and requests for assistance; enforces criminal and motor vehicle codes and laws; directs pedestrian and vehicular traffic.

Prepares records and reports of activities, crash reports, investigations, arrests, recovered property, and incidents/events during tour of duty; etc. Develops/maintains/reviews case folders, logs and reports. Develops/cultivates/maintains and documents sources of information.

Conducts preliminary investigations of criminal and non-criminal cases and accidents; secures crime scene; apprehends law violators; and transports and processes prisoners.

Initiates requests for subpoenas; executes search warrants; serves or delivers warrants, summonses, subpoenas, and other official papers.

Prepares for presentation in court proceedings; confers with court prosecutors and testifies in court.

Assists general public in a variety of situations including speaking with adults and juveniles on criminal and non-criminal matters, intervenes in the case of disputes, and refers citizens to appropriate agencies or jurisdictions for further assistance.

Participates in continuing training and instruction programs through individual study of material (i.e., departmental rules and regulations, policies and procedures, criminal and motor vehicle laws, and rules of evidence) and attendance at scheduled training.

Provides emergency medical care applying First Responder training.

Maintains assigned weapons and equipment.

Cultivates, develops and maintains relationships with residents, other agencies, task forces, and other town/City Police Departments.

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May perform duties specific to a particular area, such as school resource officer, crime prevention control, criminal activity investigation, or public safety instruction.

Performs similar or related work as required, directed or as situation dictates.

**RECOMMENDED MINIMUM QUALIFICATIONS:**

**EDUCATION, TRAINING AND EXPERIENCE:**

High School Diploma (A.S. or B.A. Preferred)

**KNOWLEDGE, ABILITY, AND SKILL:**

*Knowledge:* -Thorough knowledge of the town and Massachusetts laws, bylaws and regulations affecting police work. Thorough knowledge of rules of conduct as they pertain to a law enforcement officer carrying out duties (i.e. arrest, search and seizure, investigative detention, Miranda warnings, use of force, etc.). Thorough knowledge of computer systems and electronic data processing utilized. Knowledge of the geography of the Town.

*Ability:* Ability to obtain information through interview and interrogation and to deal with the public firmly and courteously. Ability to enforce the law impartially and to make sound judgments under stressful conditions. Ability to communicate clearly and concisely. Ability to handle multiple tasks at one time. Ability to work without direct supervision.

*Skill:* Skill in the use and care of and the ability to utilize a firearm. Good problem solving skills. Excellent conflict resolution and community relations skills. Skill in operating police equipment and police computer systems.

**PHYSICAL REQUIREMENTS:**

While performing the duties of this job, the employee is routinely required to talk, hear, stand, sit, walk and drive a motor vehicle. Occasionally the employee is required to run, crawl/kneel, carry, reach, climb/balance, push/pull, and lift. The work requires strenuous physical exertion, sometimes for extended time periods. Requires the ability to lift and carry objects of more than 60 pounds intermittently. Work requires the employee to be physically fit. The employee must have the physical ability to respond to calls expeditiously.

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## **POLICE SERGEANT**

### **POSITION PURPOSE:**

The purpose of this position is to perform administrative and supervisory work in directing police activities, and in ensuring the protection of life and property, and the prevention and suppression of crime; performs other work as required.

### **SUPERVISION:**

Performs responsible functions requiring frequent application of independent judgement and initiative when situations arise that do not fall clearly within the limits of established standards or precedents.

Supervision Received: Works under the general supervision of the Lieutenant and Chief of Police following the Chain of Command.

Supervision Given: Supervises the Full-Time, Reserve, Special, and Telecommunications Officers who are assigned to his/her span of control.

### **SUMMARY:**

A Sergeant is responsible for supervising and participating in police patrol and regulatory activities, and for performing both generalized and specialized duties in the police department that may be assigned to him/her.

### **JOB ENVIRONMENT:**

Work is performed both in typical office conditions with the majority of work performed outdoors with frequent exposure to varying weather conditions and situations endangering personal safety. The employee is regularly exposed to weather extremes (cold and excessive heat), loud noise, fumes/gases/toxic chemicals and potentially armed and dangerous persons. Operates an automobile, all police equipment (to include radar, handcuffs, camera, fingerprint tools, radio equipment, computer and other standard office equipment, Intoxilyzer, handgun, patrol rifle, ECW, baton, OC Spray, etc.) Required to wear appropriate uniform and equipment.

Makes frequent contact with the general public, other law enforcement agencies and organizations, members of the court system, fire and EMS personnel, hospitals, child protective services, etc.

Has access to department related confidential information, such as criminal investigations, records, lawsuits, and highly sensitive personal information about citizens; the application of appropriate judgement, discretion and professional office protocols is required.

### **RECOMMENDED MINIMUM QUALIFICATIONS:**

As described in the current Union Bargaining Agreement.

### **DUTIES AND RESPONSIBILITIES:**

1. Maintain and enforce departmental Policy and Procedures and Rules and Regulations.
2. Supervise a group of officers and facilitate officers assigned to patrol.
3. Maintain order and perform traffic control.
4. Observe the work of patrol officers directing traffic and patrolling heavily traveled streets.
5. Evaluate subordinate personnel regularly.
6. Ensure an effective and efficient working relation with various other shifts.
7. Review and approve reports, submitted by subordinates.
8. Review the daily log for the shift.
9. Ensure proper inspection and maintenance of police vehicles.
10. Respond to police and fire calls to supervise and instruct officers in investigations and emergency situations.
11. Perform administrative duties at the police department as needed/requested.
12. Receive complaints and requests for police assistance, dispatch, and supervise officers and equipment at the scene of emergencies and disturbances.
13. Ensure that records and reports of police activities on a shift are properly completed.
14. Ensure proper training of newly appointed patrol officers.
15. Testify in court.
16. Supervise, give advice, and assistance to subordinates as necessary.
17. Before beginning his/her tour of duty, familiarize him/her with all important matters that have occurred since his/her last tour.

18. Brief the next shift of the previous and current shift activities.
19. Act as liaison between management and civilian personnel.
20. Perform any other marginal functions or tasks that may be assigned to him/her.
21. Understands and is assigned to or able to assist in the Accreditation process.

**KNOWLEDGE, SKILLS, ABILITIES:**

1. The Southborough Police Department Policies and Procedures and Rules and Regulations.
2. Theories, principles, and practices of modern Police work and law enforcement methods.
3. Federal, State, and Town-by laws governing police operations, custody of prisoners, search and seizure, and the rules of evidence.
4. The methods of patrol and criminal investigation.
5. Theories, principles and practices of modern police supervision.
6. Local law enforcement issues and problems; geography of the Town; layout of major facilities.
7. Problem Oriented Policing; community agencies available as resources.
8. The use of firearms and other types of police equipment.
9. Operate computers and department software.
10. Operate police motor vehicles.
11. The performance of defensive tactics.
12. CPR, AED, and First Responder Certified.
13. Breathalyzer Certified.
14. Licensed to Carry Firearms.
15. MA Police Academy Certified.
16. Active motor vehicle license.
17. Analyze situations, maintain composure.
18. Plan and supervise the activities and staff of an assigned area of responsibility.
19. Interpret and apply laws, Town Bylaw, and regulations.
20. Perform research and analysis leading to the implementation of recommendations.
21. Teach and coach subordinates.
22. Establish and maintain cooperative working relationships with superiors, peers, subordinates, the general public and other local law enforcement agencies.
23. Communicate clearly and concisely, both orally and in writing.
24. Operate law enforcement computerized data entry and retrieval systems.

KENNETH M.  
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CHIEF OF POLICE



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**POLICE DEPARTMENT**

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**LIEUTENANT**  
**EXECUTIVE OFFICER**

**SUMMARY**

The Lieutenant (Executive Officer), shall be responsible for the planning, development, implementation and control of all functions that support the strategic, tactical, and daily operations of the Southborough Police Department, and is considered the Executive Officer or assistant to the Chief of Police. He/she has complete line authority over personnel, and also has staff authority to issue directives that serve to enhance the overall missions of the Department as they relate to administrative support. He/she is responsible for the development, implementation, and adherence of policies, procedures, rules and regulations, orders, and memos handed down by the Chief of Police. He is also responsible for the efficiency and effectiveness of all employees of the Department. In the absence of the Chief, the Lieutenant will assume the powers, duties and responsibilities of the Chief. The Lieutenant is accountable only to the Chief of Police, and is not a member of the Police Union or bargaining unit representing lower level Officers and staff.

**DUTIES AND RESPONSIBILITIES**-The duties and responsibilities listed below are intended only as an illustration 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 of the position.

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- Under general direction of the Chief of Police, accountable for the supervision, coordination and control of the on-going operations and services of the Southborough Police Department.
- Conduct periodic meetings with Sergeants and the Detective, solicit input from the supervisors; advise and inform Chief of Police of ongoing operational concerns.
- Direct supervision and evaluation of all Supervisors and Detective to be completed annually. Oversight and supervision of evaluation of Patrol Officers and Telecommunications personnel annually.
- Assist in the preparation of the Departments annual budget as directed by the Chief. Receive daily, monthly, semi-annual or annual reports from Sergeants and the Detective regarding operational, service, investigative and administrative data. Prepare and submit reports of Department activity on set intervals to the Chief.
- Conduct, coordinate and control all investigations relating to professional standards, ensuring that the Departments goals are being pursued; identify the need for additional resources; assure that control is maintained throughout the Agency. Conducts Internal Affairs Investigations and undue use of force investigations as assigned.
- Ensure that established agreements between the Town and the bargaining units are strictly adhered to; conduct, coordinate and supervise the selection process and training for all entry level Department personnel, reserves, and specials according to established contracts, bylaws, policies, and procedures.

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- Direct, coordinate and control all public information, records, and requests while adhering to legal policies and procedures regarding dissemination of this information according to Local, State, and Federal laws.
- Investigate and recommend in writing appropriate action for approval or decision by the Chief of serious misconduct or other infractions by Department personnel.
- As appropriate, establish guidelines for personnel allocation, new job descriptions, classification, and assignment to specialized units or positions. Evaluate and monitor performance of subordinate staff as directed by the Chief.
- Participate in staff meetings and attend other meetings as appropriate or as required. Participate in community, regional, civic, as well as professional organizations; attend seminars, programs, courses and other events to remain current on Municipal, State, and Federal law enforcement and related laws, policies, practices, procedures, and trends.
- Recommend new approaches, policies, and procedures to effect continual improvement and effectiveness and efficiency of the Police Department and services provided.
- Be accountable for the actions or omissions of those under his/her supervision which are contrary to Department policy, procedure, rules, and regulations which could have been avoided if he had been properly executing supervisory responsibilities.

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- Is responsible for coordinating the planning functions for response to unusual occurrences including Department responsibilities upon activation of the E.O.C.
- Responsible for the supervision, security, and control of the Evidence Room and all evidence and property that is held at the Department along with adherence to all policy and procedure established by the Department, State, and Federal law related to evidence.
- Supervise, maintain, and control the armory of the Department including key control and record keeping.
- Act as keeper of the records for the Department on all legal matters. Ensure that all CORI rules are adhered to.
- Oversight of all Department Grant programs including the maintenance and record keeping of existing programs, and application for applicable new opportunities.
- Develop, coordinate and maintain the Sex Offender Registry program. Supervise the administration of the program including notification and all related Town, State, and Federal laws related as such.
- Under authority of the Chief of Police, act as Officer in Charge of issuing and maintaining all License to Carry Firearms and Firearms identification cards and records related to such.
- Develop, implement, direct, and control on-going firearms training program for all Officers of the Department. Schedule qualifying exams on

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an annual basis. Supervise the activity of trained firearms instructors when those Officers are assigned to duty in that capacity.

- Exercise supervision of the Patrol Section, Sergeants, and Officers assigned to his/her command, and will be on call when off duty to respond to police emergencies as determined by the Chief of Police.
- Exercise supervision of the Detective assigned. Provide direct supervision to the Detective. Coordinate and direct all investigations and continually apprise the Chief of all on-going investigations and subsequent court proceedings.
- Act as Accreditation Manager for the Department for the purposes of ensuring that all standards are current and adhered to. Maintain the Department Policy and Procedure Manual in keeping with the Accreditation standards. Develop and implement new standards promulgated by the Massachusetts Police Accreditation Commission. Make recommendations to the Police Chief regarding corrective action, and process improvements.
- Exercise supervision over the Court Officer and all other Court related functions and responsibilities assigned by the Department.
- Responsible for supervision and oversight of Department training including scheduling, records, and adherence to mandates. Monitor and ensure compliance with mandatory training and mandates; evaluate performance of Training Officers. Maintain liaison with the Massachusetts Criminal

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Justice Training council and assists in the planning and recommending of in-service training topics.

- Responsible for the hiring, background check, supervision, training, and evaluation of Telecommunications Clerks through the chain of command.
- Supervise and maintain prisoner-holding facility. Maintain certifications relative to prisoner handling and housing.
- Maintains a working knowledge of all Department computer operating systems, software, MDT's, camera systems, DVR, phone systems, and radio communication systems with basic knowledge of troubleshooting and requests for assistance through IT vendors.
- Performs any other related duties or functions assigned by the Chief of Police.

### **INDEPENDENT ACTION**

Under the general direction of the Chief of Police, establish short-range plans and objectives within the scope of the Town-wide and Department-wide common goals and policies; evaluate personnel standards of performance within Department guidelines and goals; review requests for non-budgeted expenses or recommendations for transfer of personnel from one shift to another and any potential situation which could affect bargaining agreements or relations or situations having adverse impact on the Department or the Town of Southborough from a legal or public relations perspective, as

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well as problems with potential to reduce the effectiveness or the services provided by the Department.

## **QUALIFICATIONS**

Requires a minimum of a Bachelor's Degree in a Criminal Justice, Liberal Arts, or Business related discipline from an accredited college or university recognized by the New England Association of Schools and Colleges (NEASC), and accepted by the Town of Southborough from existing incentive agreements. Also requires 7 to 10 years job related experience or any equivalent combination of education and experience. Requires prior supervisory experience with a minimum of two years' experience as a Police Sergeant, and employed by the Town of Southborough preferred. Must possess, or be able to obtain by time of hire, a valid Massachusetts Driver's License without record of suspension or revocation in any state. Ability to meet standards of a full time regular police officer as established by the Massachusetts Criminal Justice Training Council. Must be able to successfully complete all phases of the selection process including an extensive background check, and be able to reside within 20 miles of the limits of the Town.

## **TOOLS AND EQUIPMENT USED**

Police car, police radio, radar gun, handgun, patrol rifle, electronic control weapon (Taser), first responder equipment (nasal naloxone, defibrillator, medical Bag), and other weapons as required. Desk top computer, tablet, and general office equipment as well as

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handcuffs, cameras, first aid equipment, and other implements used in the daily work environment of sworn police officers in the State of Massachusetts.

### **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.

While performing the duties of this job, the employee is frequently required to talk, hear, stand, sit, walk, smell, use a keyboard, and write. Occasionally, the employee is required to run, bend/stoop, crawl/kneel, carry, reach, climb/balance, push/pull, and lift. Requires the ability to lift and carry objects of more than 100 pounds intermittently. Work requires the employee to be physically fit. The employee must have the physical ability to respond to calls expeditiously.

Must work effectively under a variety of conditions that can create emotional and physical stress.

The position requires good vision to drive vehicle, review evidence, as well as distinguish color. The use of firearms requires advanced manual dexterity in combination with eye-hand coordination.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those that the employee encounters while performing the essential functions of this job. When performing the position, the employee is regularly exposed to outside weather extremes (cold and excessive heat), loud noise, and is exposed to hazardous and dangerous conditions including fumes/gases/toxic chemicals and potentially armed and dangerous persons. The employee occasionally works around moving mechanical parts, and is required to operate in confined, cramped quarters.

The noise level in the work environment is usually moderate.

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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.

\*\*\*Revised 10/28/16

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**POLICE DEPARTMENT BUSINESS ADMINISTRATOR**

**POSITION DESCRIPTION**

**Job Summary**

Serves as Business Administrator to the Chief of Police while performing highly complex administrative and professional work in managing a variety of complex and confidential administrative, business, and other functions for the Southborough Police Department.

**Supervision Received**

Works under the general supervision of the Chief of Police who outlines policy, and evaluates performance annually. Performs duties independently on own initiative, exercises considerable judgment and discretion based on substantive knowledge of office and department operations in providing information, making decisions, and determining the appropriate course of action.

**Supervision Exercised**

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The employee is responsible for his/her own work but provides assistance to lower level, part-time, or new employees.

**Duties and Responsibilities**

1. Perform complex accounts maintenance or fiscal related work requiring attention to details, and a sequencing of actions in processing fiscal records and data including payroll, consistent with town policy, accepted accounts maintenance practices, and accordance with all labor contracts and agreements affecting the Department.
2. Oversee Department-wide records associated with business matters including scheduling, payroll, department procurement, purchasing procedures, billing, vouchers, invoices, receipts, inventory, and management of vendor accounts.
3. Assist in the preparation and management of Departmental budget and other related record keeping. Alerts Chief to problems of policy or budget nature. Communicates with Town Officials/Legal Counsel regarding information related to disciplinary matters or pending litigation at Chief's direction. Review, process, and file confidential communications concerning the Police Department including personnel and medical records.
4. Where the receipt of monies or bills is involved, proves up receipts and prepares a daily or weekly report of cash, checks, or bills received according to source for review and signature by the Chief or his/her designee.
5. Coordinate all extra police services including scheduling of officers, billing and payroll.

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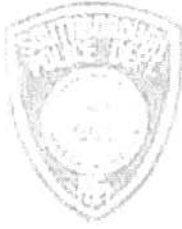
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6. Maintain an understanding and remain conversant with Department labor agreements. Assist with filing documents, note taking, and preparation of written responses in matters related to labor relations, grievances, and contract negotiations.
7. Maintain a working knowledge of departmental policies, rules and regulations, and operations.
8. Manage IT (Information Technology) requirements and contacts with vendor for troubleshooting and repair as needed. Understand and keep current with all data processing systems and software used by police staff.
9. Assist police supervisors to identify, recommend, prepare, track, report, maintain records and expenditure of State, Federal, and private grants.
10. Maintain and oversee manual and computerized Department records (financial or otherwise), as determined by the Chief.
11. Maintain considerable contact with law enforcement personnel, town and state governments, courts, vendors, local officials, committees and citizens who interact with the Southborough Police Department as required by the Chief.
12. Assist as required in communication with insurance companies including the Town's carrier regarding Police Department business.
13. Serve as Business Administrator to the Chief of Police, Lieutenant, Detective, Court Officer, and Sergeants, often attending meetings. Keeps Chief and staff apprised of meetings and commitments.

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14. Assist in the preparation of advertisements and paperwork related to job openings and postings, scheduling of interviews, related appointments and deadlines including those with physicians, psychiatrists, training council, and all documents for submission to the Town Administrator's office.
15. Receive and answer inquiries and requests for information from the general public or other departments while abiding by departmental policy and state and federal laws for the release of information. Research files and records for data. Composes answers to mail inquires, applying knowledge of department policies, procedures, rules and regulations, and State and Federal law.
16. Provide assistance with Department Records, prepare and review as requested. Is versed in the C.O.R.I. Law.
17. Troubleshoot telephone system problems, i.e. check handsets, cords, software, voice mail systems, etc...Arrange service with vendor as needed.
18. Review overtime documents on a bi-weekly basis for final examination and signature by the Chief or his designee.
19. Review paperwork and related documents regarding License to Carry Firearms Permits and Firearms I.D. Cards under the direction of the Lieutenant for his/her final approval and responsibility.
20. Must have high capability of records development and management due to the complexity of police files.
21. Follow Policy and Procedure guidelines and be accountable to the Rules and Regulations of sworn members of the Department where applicable.
22. Perform other duties as assigned by the Chief of Police.

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23. Assist Training Sergeant with training plans/implementation for Communications Officers.
24. Assist with quality assurance of EMD dispatch logs for Police and Fire in Southborough, along with Lieutenant, one Sergeant, and one trained Communications Officer in this area.
25. Reviews all burglar alarm by-law log entry's and calls. Coordinates and records for billing of violations.
26. Assists the Lieutenant, Detective, and Court Officer in the gathering of records as needed.
27. Assist in coordinating all aspects of funerals and memorial service' of present and retired Officers who have served the Department.
28. Assist with maintenance plans/scheduled updates of all IT, Dispatch, and Office equipment.

**Minimum Qualifications**

High School graduation (Associate's or Bachelor's Degree preferred) or other highly specialized training in administrative skills or three to five years of experience in administrative work or any combination of experience and education demonstrating

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**KENNETH M.  
PAULHUS  
CHIEF OF POLICE**



**TOWN OF SOUTHBOROUGH  
POLICE DEPARTMENT**

19 Main Street  
Southborough, Massachusetts 01772

Emergency: 9-1-1  
All Other: (508) 485-2121  
Business: (508) 485-2147  
Fax: (508) 485-4634

[kpaulhus@southboroughma.com](mailto:kpaulhus@southboroughma.com)

ability to perform complex and confidential administrative duties as described above. Must have excellent computer, communication, and interpersonal skills including the ability to handle sensitive and highly confidential issues. Must possess experience with automated data base computer systems and Information Technology. Physical ability to lift, carry, push, pull, or move items up to 50 pounds. Clean background and financial check essential to the position.

### Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level of the work environment is usually quiet.

### Selection Guidelines

Formal application, evaluation of education and experience, oral interview, reference check, background check, and other Town of Southborough employee screening practices or tests as required.

This job description does not create or imply the existence of an employment contract between the employee and the employer and is subject to the needs of the employer which can be changed at any time for any reason as it does not violate the "employment at will" concept in the Commonwealth.

\*\*Created 7/24/14

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**POSITION DESCRIPTION**

Position Title:

Date: **07-18-2016**

Communications Officer/Emergency Medical Dispatcher Dept: Police

**Duties:**

A Communications Officer is responsible for the appropriate response to all emergency calls received for the Police, Fire, EMS, Department of Public Works, Animal Control, and non-emergency calls for the Police Department.

Under general supervision of the Police Chief, the Communications Officer will dispatch public safety personnel and equipment. Operate all communication equipment for public safety emergency calls and regular business calls. Coordinate and communicate Emergency Fire Dispatch activities between agencies jointly responding to multi-agency incidents. Provide Emergency Medical Dispatch along with triage for incoming calls, and assist the layperson with lifesaving pre-arrival instructions

Answer all incoming telephone calls, greet the public, respond to inquiries, requests, and complaints within authority. Unresolved issues will be referred to the Officer-In-Charge, Sergeant, Lieutenant, or Police Chief using the chain of command.

Check prisoner cells when occupied as per the suicide prevention guides and record all time checks.

Maintain all communications equipment, especially the incoming E-911 emergency lines and regular telephone lines. Keep equipment in working order, and immediately report any malfunctions or defects to the appropriate authorities and the Officer-In-Charge.

Perform incident reports and any clerical work as required by the Chief of Police or the Officer-In-Charge of the shift. Train new dispatchers and Communications Officers while following the training manual and program.

Communications Officers are Fire Signal Operators and Emergency Communications Dispatchers who will have full knowledge of all radio equipment located in the communications

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console. This includes full knowledge of all Fire Department remote operations equipment and the dispatch procedures as set forth by the Fire Chief.

All Communications Officers will be required to successfully complete the training programs set forth by the Chief of Police.

**Basic Knowledge**

Duties require knowledge of emergency radio transmissions for public safety, knowledge of office operations, word processing, and data entry. Must be able to acquire knowledge of computers, be E-911 certified, EMD certified, and DCJIS certified.

Also be able to acquire knowledge of the location and lay-out of streets, schools, buildings, parks, housing developments, and other significant areas of the community so as to maximize the accuracy and speed of dispatch. Must be a high school graduate, a U.S. citizen, pass an extensive background check, and have dependable transportation.

**Experience:**

Communications center experience preferred, but willing to train.

**Required Training:**

Mandatory Certifications include Basic Public Safety Telecommunicator, E911 Emergency Medical Dispatch (as per State CMR), and continuing education classes and re-certifications. All Communications Officers are also required to complete the following training and courses set forth by the Town of Southborough: In-House Computer Systems, Powerphone Dispatch Training, DCJIS Certification, First Responder, Automatic Defibrillator, and C.P.R.

**Independent Action:**

Under general supervision, must function in accordance with established departmental rules and regulations, policies, procedures, and practices, referring to the Police Chief or the Officer-In-Charge for clarification. Responsible for keeping personnel on a dispatched call fully informed of all facts affecting the safety or efficiency of their response to the call. Authorized and required to provide pre-arrival instructions to all callers when needed, and to dispatch and direct appropriate personnel and apparatus to an incident/call for service.

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**Supervisory Responsibility:**

None

**Physical Requirements:**

Average physical effort is required to perform duties. Hours of work can be variable. Generally, work days are no more than eight hours. Shift work includes nights, weekends, and holidays. Must be able to work with and around office equipment such as computers, copiers, etc. Job requires ability to sit for extended periods of time. Must be able to multi-task, and work in a stressful and often busy environment.

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