



Town of Moultonborough
6 Holland Street - PO Box 139
Moultonborough, NH 03254
(603) 476-2347 * Fax (603) 476-5835

POSITION VACANCY ANNOUNCEMENT

<u>Position Title</u>	<u>Salary Range</u>	<u>Department/ Division</u>	<u>Posting Date</u>	<u>Work Shift</u>
Part Time Communications Specialist	\$18.11 - \$19.80	Police/Communications	05/05/21	29hours/week w/ Every Other Weekend

SPECIAL INSTRUCTIONS:

The Town is actively seeking candidates to fill a part-time position as a police dispatcher to the Public Safety Departments. Successful candidate requirements include those listed at <https://www.moultonboroughnh.gov/finance/pages/current-job-openings>. Submit letter of interest, resume and Town application form (available on the Town's website, www.moultonboroughnh.gov under Employment Opportunities). Submit to Town Administrator, Charles Smith, PO Box 139, Moultonborough, NH 03254 or csmith@moultonboroughnh.gov. Position open until filled. EEO Employer.

Please visit the specific department's webpage for additional information and scroll down for a complete job description.

Town of Moultonborough, NH

POSITION: Communications Specialist
FLSA STATUS: Non-Exempt

DEPARTMENT: Police Department
REPORTS TO: Lead Dispatcher

GENERAL SUMMARY

Performs highly responsible communications and records keeping work by receiving, dispatching, and recording police and non-emergency calls and messages.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Operates and monitors police and fire radios and communications systems for relevant reports. This includes various radio, computer, alarm, telephone and recording equipment.
- Receives emergency and non-emergency telephone requests for police, fire, ambulance, rescue, and other emergency assistance. Ascertains nature of requests and dispatches appropriate service unit(s) via radio or telephone transmission in accordance with established procedures. Determines the urgency of calls and elicits necessary information from the caller. Requests, receives and relays amplifying information as necessary. Exercises discretion, tact and judgment in dealing with the public in all situations.

- Maintains thorough various logs and reports records of all incoming and outgoing telephone and radio calls. Dispatches using appropriate logs and reports. Maintains real time dispatch and daily logs.
- Maintains status and current information on all units in and out of service.
- Monitors security, fire, and emergency medical service alarm systems. Notifies appropriate departmental personnel, property owners or responsible persons of alarm activation system deactivation, failure or other conditions affecting operation and reliability of alarm systems.
- Disseminates information concerning wanted persons, stolen vehicles, missing persons, and other police information as may be received by telephone or other means.
- Deals with the public by handling walk-in complaints, requests for general information, etc. Has contact with local, county, state and federal agencies, other law enforcement agencies, fire department, and Town officials. Receives calls from alarm companies reporting alarms at residences and businesses and advises responding units of the type and location of the alarms.
- Enters and maintains necessary report information into the computer. Manipulates data entered to produce appropriate printouts and analysis products for departmental activity.
- Checks police reports, summons, and court related paperwork to ensure accuracy. Files and retrieves various reports.
- Assists the Administrative Assistant with data base entry of relevant material, i.e., motor vehicle warnings, summonses, non-crime reports, court dispositions, etc.
- Monitors Video Surveillance system for building security and Officer Safety.
- Monitors Good Morning Program daily.
- Maintaining and scheduling of the Public Safety Building training room.

OTHER DUTIES AND RESPONSIBILITIES

Performs other related duties as requested.

REQUIRED MINIMUM QUALIFICATIONS

Education and Experience

High School Diploma or GED equivalent.

Preference is given to those with experience.

Knowledge, Skills and Abilities

- Knowledge of proper radio and telephone communications procedures
- Knowledge of the Town's street system and geography.
- Knowledge of departmental rules and regulations; knowledge of applicable Federal, State, and Town laws and ordinances.
- Excellent written and spoken communications skills.
- Skill in the use of computers and applicable software packages or the ability to learn these skills is essential.
- Ability to acquire a New Hampshire State Police On-line Telecommunication Certification within one year of appointment is required.
- Ability to develop within a reasonable period of time, skill, speed, accuracy and efficiency in the operation of communication equipment and departmental practices and procedures.
- Ability to listen carefully and speak clearly and concisely; the ability to think and act quickly, calmly, accurately, discretely, and effectively in emergency situations.
- Ability to take accurate notes.
- Ability to multitask
- Ability to work under emotionally stressful situations.
- Ability to prioritize and organize; the ability to understand and follow complex oral and written instructions.

- Ability to maintain the utmost confidentiality of departmental activities and information protected under State and Federal laws is critical and an absolute requirement.

SUPERVISION EXERCISED

None.

LICENSING AND CERTIFICATION

NH State Police On-line Telecommunication Certification. (SPOTS)

TOOLS AND EQUIPMENT USED

SPOTS Computer, IMC logging computer, radios, various telephone systems, security cameras, monitors, copier, fax, shredder and other office equipment.

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 regularly required to sit for long periods of time; to use hands to finger, handle, or feel; reach with hands and arms; talk, see and hear. The employee must occasionally lift and/or move up to 25 pounds.

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.

While performing the duties of this job, the employee is regularly exposed to mental stress and frequently to emotionally upsetting situations and individuals and must maintain composure and control under adverse conditions while performing a variety of activities to assist callers and contacts. The noise level in the work environment may be very loud.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, 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.

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