



City of Framingham, MA

May 9, 2024

Position Vacancy

RFP #24-107-01

Position: Police Dispatcher
Department: Police
Grade: Step 1: \$27.77 per hour
Schedule: 40 hours per week

This position is covered by the Collective Bargaining Agreement between the City of Framingham and MCOP, Local 489 Union.

Position Purpose:

Communications specialists provide a vital link between the citizens and emergency services and between the communications center and field units. Communications specialists also access local, state and national computerized information systems, including the Police Department’s computer aided dispatch system.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type 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. Answer, process and dispatch telephonic requests for Police, Fire and Emergency medical services.
2. Operate electronic systems such as Enhanced 911, Computer Aided Dispatch, and CCTV building surveillance systems.
3. Operate a multi-frequency radio system, managing communications between field units, the communications center, outside agencies, and the public.
4. Access and relay data stored electronically in local, state and national databases.
5. Enter, delete and validate LEAPS/CJIS records, including missing persons, wanted persons and stolen vehicles.
6. Familiarize with procedures to ensure all records are maintained accurately and completely.
7. Assist authorized personnel in the operations of telephone, radio and computerized information systems.
8. Dispatch appropriate personnel and equipment to incidents.
9. Perform other related duties as assigned or requested.

Qualifications:

- Minimum of a high school diploma or GED
- Experience dealing with and speaking with the public
- Successful completion of a thorough background investigation
- Ability to handle and prioritize multiple tasks in a busy, noisy, and stressful environment
- Applicants holding LEAPS/CJIS and E-911 certifications are preferred
- Computer literacy and strong interpersonal communications skills necessary
- Bilingual applicants with previous police communications experience preferred

Supervision Received:

Communications Specialists report to the Commanding Officers of their respective fields.



The Framingham Police Station is located at 1 William H. Welch Way, Framingham, and is accessible by the [MBTA Commuter Rail](#) and the [MWRTA](#).

The City of Framingham offers a robust benefits package and is an eligible employer for the [Federal Student Aid Public Service Loan Forgiveness Program](#)

The City of Framingham is committed to the ongoing pursuit of strategic diversity initiatives that help to position diversity, equity, and inclusion as central to municipality and community-wide excellence in the City of Framingham. In doing so, Framingham strives for a city culture and environment that fosters a true sense of belonging for all, provides opportunity for everyone to participate equally and fully in the city, their communities and neighborhoods in ways that helps to develop each individual's capacity to confidently and competently engage within and across difference. Given an evolving national context and the richness in the demographic and linguistic profile of our city, the City of Framingham has made a significant commitment to addressing and enhancing its community climate, culture and multiplicity of service capabilities as a city.

The City of Framingham is an Affirmative Action Equal Opportunity Employer.