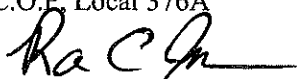


Settlement Agreement between the Town of Duxbury in Contract Negotiations with the
Duxbury Public Safety Dispatchers, MCOP Local 376A as of March 10, 2020

1. Wages:
 - Effective July 1, 2019, 2%
 - Effective July 1, 2020, 2.5%
 - Effective July 1, 2021, 2.5%
2. Provide an \$800 annual stipend to Certified Training Officers for related work. Certified Training Officers must; be in good standing, have a performance evaluation rating of "satisfactory" or better, have at least two years' experience as a full-time Regional Old Colony Communication Center Public Safety Dispatcher, successfully complete a Certified Training Officer course approved by the ROCCC Director, apply annually in writing, be appointed and/or removed based on qualifications and recommendation of the ROCCC Director to the Fire Chief.
3. Text to 911 is in use.
4. OSHA regulations are applicable.
5. Convert day of week references to hours throughout collective bargaining contract.
6. Remove from Article 4, Union and Employment Security, all of Section 4.7 as it pertains to agency fee language.
7. Change Article 5.0 Hours of Work to include a section relative to shift supervision, such as; shifts vacated by Lead Public Safety Dispatchers shall be filled with an off duty Lead Public Safety Dispatchers, if no other Lead Public Safety Dispatchers accept that shift, it shall offered to employees on the Acting Lead Public Safety Dispatchers list, if no one from the actual or acting Lead Public Safety Dispatcher list takes the shift then the Lead Public Safety Dispatcher or Acting Lead Public Safety Dispatchers on duty will be held. (Refer to ROCCC Policy & Procedure, Shift Scheduling & Overtime-203.)
8. Change Article 5.0 Hours of Work to read; Regular work shifts or tours of duty shall normally consist of eight (8) hours. A weeks work shall be calculated at and based on a thirty seven and one-half (37.5) hour week. All Full time public safety dispatchers will work what is known as the four-and-two schedule hereinafter provided. Work shifts are as follows and the Director may create other shifts based on operational needs:
 - A Shift: The A shift is the operational period of 00:00-08:00
 - B Shift: The B shift is the operational period of 08:00-16:00
 - C Shift: The C shift is the operational period of 16:00-00:00
 - D Shift: The D shift is the operational period of 12:00-20:00
9. Change Article 7.0 Holidays (clarifying language); "Employees, including probationary employees, shall be granted a days pay for the following eleven (11) holidays each year, provided they work their regularly scheduled day previous to and following the holiday or taking paid time off that was scheduled and approved in advance by his/her supervisor and are actively employed on the observance of each holiday."
10. Add to Article 11 Miscellaneous Provisions (new language); "Dating, romantic or intimate relations between supervisors and subordinate employees is expressly prohibited."
11. Change Article 13 Grievance Procedure; by eliminating Step 1.
12. Change Article 14 Pay Practices to insert a new grid detailing job grades, job titles and steps in descending order (e.g. Grade 1 - Public Safety Dispatcher, Grade 2 - Lead Public Safety Dispatcher to include base rate, base rate for OT calculation, OT rate, shift differential rate) all rates will memorialize existing pay practices and are subject to confirmation by the parties.
13. Add to Appendix B Leave Provisions; Massachusetts Pregnant Workers Fairness Act (attached).
14. Add to Appendix C Leave Provisions; Massachusetts Domestic Violence Leave Act (attached).
15. Review Appendix D Lead Public Safety Dispatcher Job Description and make changes as necessary (attached).

16. Review Appendix E Public Safety Dispatcher Job Description and make changes as necessary (attached).
17. Shift differential will follow the person and be included as part of the overtime calculation.
18. Attach letter of June 12, 2019 regarding Town of Hanson's emergency communications which would be added as an appendix to successor collective bargaining agreement.
19. Replace "Fire Chief" with "Director" throughout the contract.
20. Replace "Duxbury Regional Emergency Communications Center" with "Regional Old Colony Emergency Communications Center" throughout the contract.
21. Provide longevity stipend to members by July 31st annually;
 - o Upon completion of ten (10) years of continuous service for the Town - \$350
 - o Upon completion of fifteen (15) years of continuous service for the Town - \$450
 - o Upon completion of twenty (20) years of continuous service for the Town - \$550
22. Remove Articles 14.5 and 14.6 since the Coordinator position no longer exists.

For the Duxbury Public Safety Dispatchers
M.C.O.P. Local 376A



Robert Inglis
Duxbury Public Safety Dispatchers M.C.O.P,
Local 376A

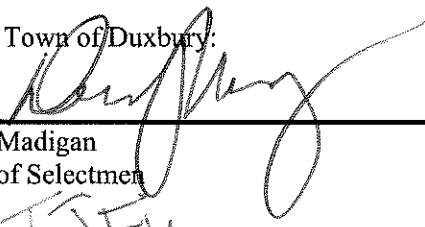


Matthew Riggins
Duxbury Public Safety Dispatchers M.C.O.P,
Local 376A



Matthew Tucker
Duxbury Public Safety Dispatchers M.C.O.P,
Local 376A

For the Town of Duxbury:

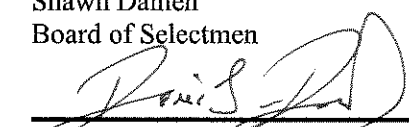


David Madigan
Board of Selectmen

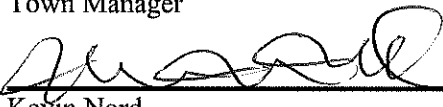


Theodore Flynn
Board of Selectmen

Shawn Dahlen
Board of Selectmen



Rene' Read
Town Manager



Kevin Nord
Fire Chief



Stephen McDonald
Police Chief

Dated: 3-13-2020

Dated: 5/5/2020

Appendix B Leave Provisions; Massachusetts Pregnant Workers Fairness Act

On July 27, 2017, “An Act Establishing the Massachusetts Pregnant Workers Fairness Act” was signed into law. The Act prohibits workplace and hiring discrimination related to pregnancy, childbirth, or a related condition, including, but not limited to, lactation or the need to express breast milk for a nursing child. The law further requires employers to provide reasonable accommodations in the workplace for expectant and new mothers. It is the [City/Town]’s policy to comply with the provisions of the Pregnant Workers Fairness Act, including the provision of reasonable accommodations when appropriate.

Under the Act, Town of Duxbury employees have a right to be free from discrimination based upon pregnancy or a condition related to pregnancy. The Town of Duxbury shall not take any adverse action against an employee on the basis of pregnancy or related medical condition, or for requesting or using an accommodation for pregnancy or related medical condition.

Examples of adverse actions include: denying employment opportunities based on pregnancy or related conditions; requiring an employee who is pregnant or has a pregnancy related medical condition to accept an accommodation that the employee chooses not to accept; requiring an employee to take leave if other reasonable accommodation can be provided without undue hardship; making pre-employment inquiry of a job applicant related to pregnancy, childbirth, or a related condition; and, when the need for a reasonable accommodation ceases, failing to reinstate the employee to the original employment status or to an equivalent position with equivalent pay and accumulated seniority, retirement, fringe benefits and other applicable service credits.

Reasonable Accommodations:

An employee working for the Town of Duxbury has a right to reasonable accommodation with respect to pregnancy and/or any condition resulting from pregnancy, so that the employee may perform the essential functions of the job, unless the requested accommodation will cause an undue hardship on the Town of Duxbury.

These accommodations can include, for example: frequent or longer paid or unpaid breaks; time off to recover from childbirth or complications from pregnancy, with or without pay; acquisition or modification of equipment or seating; temporary transfer to a less strenuous or hazardous position; job restructuring and/or modified work schedule; light duty and/or assistance with manual labor; and private non-bathroom space for expressing breast milk.

The Town of Duxbury may request documentation from the employee’s health care provider(s) about the need for a reasonable accommodation, except in the cases of requests for: more frequent restroom, food or water breaks; seating; limits on lifting more than 20 pounds; and private non-bathroom space for expressing breast milk.

Appendix C Leave Provisions; Massachusetts Domestic Violence Leave Act

The Town of Duxbury, as an employer with fifty (50) or more employees, provides the following notice of an act relative to domestic violence leave followed by the related policy. Please read this information carefully.

Any Employer of fifty (50) or more employees is required to provide up to fifteen (15) days of Domestic Violence Leave in a twelve (12) month period to employees who qualify. "Employees" are defined as any "individuals who perform services for and under the control and direction of an employer for wages or other remuneration". There is no distinction between part-time and full-time employees in the calculation of the total number of employees. The employer maintains sole discretion as to whether any Domestic Violence Leave is paid or unpaid.

Employee Eligibility Requirements

Notification

An employee submitting for Domestic Violence Leave is required to inform the employer prior to taking such leave, unless there is an imminent danger to the health or safety of an employee or the employee's family member. However, in the case of imminent danger, the employee shall notify the employer within three (3) workdays that the leave was taken.

Of note, the Act states that, if an unscheduled absence occurs, an employer is not to take "negative action" against the employee within thirty (30) days from the unauthorized absence, or the last day of consecutive absences, if proper documentation is provided (See Documentation Substantiating Domestic Violence Leave). Discipline may be delayed for unexcused absences as a result of this provision.

Exhaustion of Vacation, Personal and Sick Leave

There is no minimum time period an employee must be working for the employer prior to eligibility for Domestic Violence Leave. However, an employee seeking Domestic Violence Leave must exhaust all annual or vacation leave, personal leave and sick leave prior to requesting or taking leave, unless the employer waives this requirement.

Domestic Violence against Employee or Family Member

The provisions of the Act apply if the employee or a family member is a victim of domestic violence (unless the employee is the perpetrator of violence against the family member).

"Domestic violence" is defined as abuse against an employee or the employee's family member by a current or former spouse of the employee or the employee's family member, a person with whom the employee or the employee's family member shares a child in common, a person who is cohabitating with or has cohabitated with the employee or the employee's family member, a person who is related by blood or marriage to the employee, or a person with whom the employee or employee's family member has or had a dating or engagement relationship.

"Family Member" is defined as persons who are married to one another, persons in a substantive dating or engagement relationship and who reside together, persons having a child in common regardless of whether they have ever married or resided together, a parent, step-parent, child, step-child, sibling, grandparent or grandchild, or persons in a guardianship relationship.

Permitted Reasons for Employee Domestic Violence Leave

Domestic Violence Leave may be used for any of the follow reasons:

- to seek or obtain medical attention, counseling;
- victim services or legal assistance;
- secure housing;
- obtain a protective order from a court;
- appear in court or before a grand jury;
- meet with a district attorney or other law enforcement official;
- attend child custody proceedings or address other issues directly related to the abusive behavior against the employee or family member of the employee;

Employer Request for Documentation Substantiating Eligibility

An employer may require an employee to provide documentation evidencing that the employee or employee's family member has been a victim of abusive behavior and that the leave taken is consistent with the reasons listed above, but cannot require an employee to show evidence of an arrest, conviction or other law enforcement documentation for such abusive behavior. The employee must provide the documentation within a reasonable time period after the employer request, which may be in the form of one of the following documents:

A protective order, order of equitable relief or other documentation issued by a court of competent jurisdiction as a result of abusive behavior against the employee or employee's family member.

A document under the letterhead of the court, provider or public agency which the employee attended for the purposes of acquiring assistance as it relates to the abusive behavior against the employee or the employee's family member.

A police report or statement of a victim or witness provided to police, including a police incident report, documenting the abusive behavior complained of by the employee or the employee's family member.

Documentation that the perpetrator of the abusive behavior against the employee or family member of the employee has admitted to sufficient facts to support a finding of guilt of abusive behavior or has been convicted of, or has been adjudicated a juvenile delinquent by reason of, any offense constituting abusive behavior and which is related to the abusive behavior that necessitated the leave.

Medical documentation of treatment as a result of the abusive behavior complained of by the employee or employee's family member.

A sworn statement, signed under the penalties of perjury, provided by a counselor, social worker, health care worker, member of the clergy, shelter worker, legal advocate or other professional who has assisted the employee or the employee's family member in addressing the effects of the abusive behavior.

A sworn statement, signed under the penalties of perjury, from the employee attesting that the employee has been the victim of abusive behavior or is the family member of a victim of abusive behavior.

Any of the above-described documentation may be kept in the employee's employment record only as long as required for the employer to make a determination as to whether the employee is eligible. This information shall be kept confidential and should not be disclosed, unless the employee requests or consents in writing to the release, the release is ordered by a court, the release of information is necessary to protect the safety of the employee or other employees, or the release of information is required by law enforcement in the course of an investigation, or is otherwise required by law.

TOWN OF DUXBURY DOMESTIC VIOLENCE LEAVE POLICY

I. Administrative Policy

It is the Administrative Policy of the Town of Duxbury to implement and administer the provisions of An Act Relative to Domestic Violence. This law is intended to reduce domestic violence, and to provide victims and family members of victims of domestic violence protected work leave for qualifying reasons associated with domestic violence.

II. Definitions

Eligible Employees: All employees who are employed by an Employer of fifty (50) or more employees and have exhausted all vacation, personal, or sick leave.

Qualifying events: "Domestic Violence" against an Eligible Employee or "Family Member" (unless the employee is the perpetrator of violence against the family member) for qualifying reasons.

Domestic violence: Abuse against an employee or the employee's family member by a current or former spouse of the employee or the employee's family member, a person with whom the employee or the employee's family member shares a child in common, a person who is cohabitating with or has cohabitated with the employee or the employee's family member, a person who is related by blood or marriage to the employee, or a person with whom the employee or employee's family member has or had a dating or engagement relationship.

Family Member: Persons who are married to one another, persons in a substantive dating or engagement relationship and who reside together, persons having a child in common regardless of whether they have ever married or resided together, a parent, step-parent, child, step-child, sibling, grandparent or grandchild, or persons in a guardianship relationship.

Length of Leave: The leave entitlement under An Act Relative to Domestic Leave is up to fifteen (15) unpaid days of Domestic Violence Leave in a twelve (12) month period to employees who qualify to seek or obtain medical attention, counseling, victim services or legal assistance, secure housing, obtain a protective order from a court, appear in court or before a grand jury, meet with a district attorney or other law enforcement official, attend child custody P proceedings or address other issues directly related to the abusive behavior against the employee or family member of the employee.

III. Procedure

Notice Requirement: An employee submitting for Domestic Violence Leave is required to inform the employer prior to taking such leave, unless there is an imminent danger to the health or safety of an employee or the employee's family member.

However, in the case of imminent danger, the employee shall notify the employer within three (3) workdays that the leave was taken.

IV. Effect of Benefits

- A. An employee granted a leave under this policy will continue to be covered under the employer's group health insurance plans and life insurance plans under the same conditions as coverage would have been provided if he/she had been continuously employed during the leave period.
- B. If the employee fails to return from domestic violence leave, the employer may seek reimbursement from the employee for the portion of the premiums it paid on behalf of that employee (also known as the employer contribution) during the employee's leave.
- C. An employee shall be in an unpaid leave status for the duration of the leave.

V. Job Protection

- A. If the employee returns to work within the time permitted, a maximum of fifteen (15) days in a twelve (12) month period, he/she will be reinstated to his/her former position or an equivalent position with equivalent pay, benefits, status and authority.
- B. The employee's restoration rights are the same as they would have been had the employee not been on leave. Thus, the employee will be subject to any pay or benefit reductions or other adverse actions, including layoff, which he/she would have experienced if he or she had not taken leave under this policy.
- C. If the employee fails to return after qualifying leave under this section, the employee may be terminated, unless reinstated to his/her same or similar position, in accordance with applicable laws, other leave-related policies, and/or appropriate bargaining unit contract language.

Department: Fire Department (Regional Dispatch)
Position Title: Lead Public Safety Dispatcher
Position Grade: 4
Contract: Regional Old Colony Public Safety Dispatcher's Union
Reports To: Public Safety Dispatch Director

1. Nature of Work: Dispatchers receive routine and emergency telephone calls for information and public safety services on multiple incoming lines. Dispatchers must be able to rapidly and accurately take notes, organize and record log entries, and fill out report forms. Must notify employees and agencies/entities as appropriate to the call.
2. Supervision Required: Reports directly to the Public Safety Dispatch Director. Works under the general supervision of the Director along with Duxbury Chief of Police and Fire Chief.
3. Supervisory Responsibility: The Lead Public Safety Dispatcher will have oversight responsibility for all other Public Safety Dispatchers and shall be responsible for managing shift operations.
4. Confidentiality: Employee has regular access at the departmental level to a wide variety of confidential information including citizen communications and records, criminal investigations, and court records. Confidentiality must be maintained with regard to this information in accordance with Departmental Policy, State and Federal Laws and the Public Records Act.
5. Accountability: Consequences of errors or poor judgment could severely jeopardize department operations and the delivery of public safety services, have adverse public relations, and/or have extensive financial and legal repercussions to the town, property damage, personal injury, and/or loss of life.
6. Judgment: Guidelines may be in the form of administrative or organizational policies, general principles, legislation, or directives that pertain to a specific department or functional area. Extensive judgment is required to accomplish objectives or to deal with new or unusual situations within the limits of the guidelines or policies.
7. Complexity: The work consists of the practical application of a variety of concepts, practices, and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions, and unusual circumstances; evaluating compliance with established policies or criteria; gathering, analyzing and evaluating facts, evidence, or data using specialized fact finding techniques; and determining the methods to accomplish the work.
8. Nature and Purpose of Public Contact: Employee interacts constantly with co-workers, the public and groups or individuals who have conflicting opinions or objectives, diverse points of view or differences where skillful questioning is required; one on one relationships with a person(s) who may be under severe stress, where gaining a high degree of communication may be required to obtain the desired effect. Excellent communication and customer service skills are required involving courtesy, tact, and diplomacy in resolving complaints or concerns of the public and in carrying out the required functions of the position.
9. 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 logical assignment to the position.*
 1. Operates Police, Fire, and County radio transmitter/receivers.
 2. Maintains computerized logs of calls for service, walk in complaints, reports and any public safety services rendered.
 3. Must become and remain certified with the State CJIS system, in house computer systems, including entering of missing persons and vehicles, stolen property, driver and vehicle queries, warrant management system, and all aspects of the online Criminal Justice Information Systems such as but not limited to OpenFox and Web 3.0.
 4. Must become and remain certified with the State E911 Board and successfully pass all necessary in-service training.
 5. Must be able to monitor multiple radio frequencies and communications with public safety personnel.
 6. Maintains in-house records and filing systems within the guidelines of the Department perform clerical duties as required to assist public safety personnel with the completion of their reports and correspondence.
 7. Must be capable of prioritizing incoming calls and dispatch accordingly.

8. Must notify other agencies (police, ambulance, fire, tow companies, medical examiners, etc.) based on call information, and work effectively with these agencies in emergency situations.
9. Must maintain a constant state of alertness as to the status of all cruisers and fire apparatus on duty. Inform the officer-in-charge when contact with an officer cannot be made within a reasonable period of time.
10. Must be capable, after training, of giving competent pre-arrival instructions up to and including CPR instructions, in the event of emergency situations such as fatal car accidents, hazardous material incidents, homicides, civil disturbances, domestic material incidents, domestic violence situations, natural disasters, structure fires, etc.
11. Acquires a thorough knowledge of the location and layout of the streets, buildings, parks, housing complexes, and other significant areas of the Communities served as to maximize accuracy and speed of dispatches.
12. Must respond to all complaints in a calm and civil matter.
13. Keeps personnel who have been dispatched on calls fully informed of all facts affecting the safety and efficiency of their response to the call.
14. Maintains equipment, especially the emergency call line, and reports immediately any malfunction to the Lead Dispatcher (or Acting Lead).
15. Shall use plain English language when dispatching calls.
16. Must be able to conduct conversation via radio and telephone in clear concise terms, familiar with law enforcement, as well as fire department response terminology, in a clear and professional manner and in compliance with FCC regulations. Furthermore "Codes" shall not be used as per interoperability standards set forth by the federal government.
17. Presents a neat, clean, business-like appearance and be willing to comply with Department uniform standards and policies.
18. Must comply with the Department Manual, including all Department Rules and Regulations, Policies and Procedures, General Orders, Training Bulletins, Memos, Directives and Supervisor Emails.
19. Performs any other duty and assignment as may be assigned by the Director, or other designees as it relates to public Safety Dispatch position.
20. Maintain Duty Schedule.
21. Maintain Dispatch Operations Manual.
22. Coordinate & Schedule Training.
23. Review Logs for Quality Control Purposes.
24. Serve as Liaison to partner communities as assigned by the Director.
25. Monitor and Maintain Communications Center Equipment (Examples: Computers, Radios, PSAP hub and related gear).
26. Generally Support Communications Center Commanding Officer and Command staff from partner departments.
27. Perform training duties for newly hired staff, and continuing education for all Public Safety Dispatchers when CTOs are unavailable.
28. Support and troubleshoot information technology related to the operation of the regional center.

Loss of 911, EMD, CJIS certification will result in loss of job.

10: Recommended Minimum Qualifications

Must be a high school graduate, 3 years in a public safety communications center, and must pass written and simulated performance examination, background examinations, and criminal history checks, medical examinations, and drug testing.

Preferred Qualifications

Associate's degree or greater in a related field of study. Previous supervisory experience in a public safety related field.

11. Knowledge, Abilities, and Skills

Knowledge: Comprehensive knowledge of current principles, practices, laws, statutes, codes, ordinances and department rules and regulations relating to dispatch functions.

Abilities: Ability to deal effectively and diplomatically with governmental agencies, coworkers, other town employees, and the general public, often in highly stressful situations. Ability to carry out required duties and responsibilities firmly, professionally, and impartially. Dispatchers must be mentally and physically able to read, remember, interpret, and understand operating procedures and oral commands. Excellent computer, writing, communication, and organizational skills. Ability to self motivate and work proactively, identifying and addressing concerns.

Skill: Excellent oral and written communication skills; excellent organizational skills and delivery of services skills. No history of excessive sick time use/abuse or disciplinary history related to sick time use.

12. Work Environment: Work environment requires a high degree of individual tolerance to combinations of extremely unpleasant elements or mental stress from urgent time and attention demands of the utmost priority.

13. Occupational Risk: The position does not entail unusual occupational risk. The job requirements are primarily in an office dispatch setting.

14. Physical and Mental 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.

While performing the duties of this job, the employee is frequently required to sit, talk, hear, use hands to handle or feel objects; and reach with hands and arms. Regularly sits, stoops, crouches, kneels, and climbs. Specific vision abilities required include, close and medium distance vision, and ability to adjust focus and distinguish colors. Frequently lifts up to 30 pounds. Strenuous physical effort is not required in this position.

15. Motor Skills: Duties involve close hand and eye coordination and physical dexterity. Manipulation and motor control under stressful conditions.

16. Visual Demands: Visual demands include constantly reading on a computer, for general understanding and for analytical purposes, and with a need for color vision.

Appendix E Public Safety Dispatcher Job Description

Department: Fire Department (Regional Dispatch)

Position Title: Public Safety Dispatcher

Position Grade: 1

Contract: Regional Old Colony Public Safety Dispatcher's Union

Reports To: Lead Dispatchers and Public Safety Dispatch Director

1. Nature of Work: Dispatchers receive routine and emergency telephone calls for information and public safety services on multiple incoming lines. Dispatchers must be able to rapidly and accurately take notes, organize and record log entries, and fill out report forms. Must notify employees and agencies/entities as appropriate to the call.
2. Supervision Required: Reports directly to the Public Safety Dispatch Director. Works under the general supervision of the Lead Dispatchers and Director along with the Duxbury Fire Chief.
3. Supervisory Responsibility: The dispatcher does not have supervisory responsibility over other personnel.
4. Confidentiality: Employee has regular access at the departmental level to a wide variety of confidential information including citizen communications and records, criminal investigations, and court records. Confidentiality must be maintained with regard to this information in accordance with Departmental Policy, State and Federal Laws, and the Public Records Act.
5. Accountability: Consequences of errors or poor judgment could severely jeopardize department operations and the delivery of public safety services, have adverse public relations, and/or have extensive financial and legal repercussions to the town, property damage, personal injury, and/or loss of life.
6. Judgment: Guidelines may be in the form of administrative or organizational policies, general principles, legislation, or directives that pertain to a specific department or functional area. Extensive judgment is required to accomplish objectives or to deal with new or unusual situations within the limits of the guidelines or policies.
7. Complexity: The work consists of the practical application of a variety of concepts, practices, and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions, and unusual circumstances; evaluating compliance with established policies or criteria; gathering, analyzing and evaluating facts, evidence, or data using specialized fact finding techniques; and determining the methods to accomplish the work.
8. Nature and Purpose of Public Contact: Employee interacts constantly with co-workers, the public and groups or individuals who have conflicting opinions or objectives, diverse points of view or differences where skillful questioning is required; one on one relationships with a person(s) who may be under severe stress, where gaining a high degree of communication may be required to obtain the desired effect. Excellent communication and customer service skills are required involving courtesy, tact, and diplomacy in resolving complaints or concerns of the public and in carrying out the required functions of the position.
9. 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 logical assignment to the position.*

1. Operates Police, Fire, and County radio transmitter/receivers.
2. Maintains computerized logs of calls for service, walk in complaints, reports and any public safety services rendered.
3. Must become and remain certified with the State CJIS system, in house computer systems, including entering of missing persons and vehicles, stolen property, driver and vehicle queries, warrant management system, and all aspects of the online Criminal Justice Information systems such as but not limited to OpenFox and Web 3.0.
4. Must become and remain certified with the State E911 Board and successfully pass all necessary in-service training.
5. Must be able to monitor multiple radio frequencies and communications with public safety personnel.
6. Maintains in-house records and filing systems within the guidelines of the Department perform clerical duties as required to assist public safety personnel with the completion of their reports and correspondence.

7. Must be capable of prioritizing incoming calls and dispatch accordingly.
8. Must notify other agencies (police, ambulance, fire, tow companies, medical examiners, etc.) based on call information, and work effectively with these agencies in emergency situations.
9. Must maintain a constant state of alertness as to the status of all cruisers and fire apparatus on duty. Inform the officer-in-charge when contact with an officer cannot be made within a reasonable period of time.
10. Must be capable, after training, of giving competent pre-arrival instructions up to and including CPR instructions, in the event of emergency situations such as fatal car accidents, hazardous material incidents, homicides, civil disturbances, domestic material incidents, homicides, civil disturbances, domestic violence situations, natural disasters, structure fires, etc.
11. Acquires a thorough knowledge of the location and layout of the streets, buildings, parks, housing complexes, and other significant areas of the communities served as to maximize accuracy and speed of dispatches.
12. Must respond to all complaints in a calm and civil matter.
13. Keeps personnel who have been dispatched on calls fully informed of all facts affecting the safety and efficiency of their response to the call.
14. Maintains equipment, especially the emergency call line, and reports immediately any malfunction to the Lead Dispatcher (or Acting Lead).
15. Shall use plain English language when dispatching calls.
16. Must be able to conduct conversation via radio and telephone in clear concise terms, familiar with law enforcement, as well as fire department response terminology, in a clear and professional manner and in compliance with FCC regulations.
17. Presents a neat, clean, business-like appearance and be willing to comply with Department uniform standards and policies.
18. Must comply with the Department Manual, including all Department Rules and Regulations, Policies and Procedures, General Orders, Training Bulletins, Memos, Directives and Supervisor Emails.
19. Performs any other duty and assignment as may be assigned by the Director, or other designees as it relates to Public Safety Dispatch position.
20. Designated Certified Training Officers perform training duties for newly hired staff, and continuing education for all Public Safety Dispatchers.

Loss of 911, EMD, CJIS certification will result in loss of job.

10. Recommended Minimum Qualifications

Dispatchers must be at least 18 years of age, a high school graduate, and must pass a simulated performance examination, background examination, and criminal history check, medical examination, and drug testing. Dispatchers must have or obtain NG911 certification, EMD certification, CJIS certification, and APCO PST1 or equivalent.

11. Knowledge, Abilities, and Skills

Knowledge: Comprehensive knowledge of current principles, practices, laws, statutes, codes, ordinances and department rules and regulations relating to dispatch functions.

Abilities: Ability to deal effectively and diplomatically with governmental agencies, coworkers, other town employees, and the public, often in highly stressful situations. Ability to carry out required duties and responsibilities firmly, professionally, and impartially. Dispatchers must be mentally and physically able to read, remember, interpret, and understand operating procedures and oral commands. Proficient computer skills.

Skill: Excellent oral and written communication skills; excellent organizational skills and delivery of services skills.

12. Work Environment: Work environment requires a high degree of individual tolerance to combinations of extremely unpleasant elements or mental stress from urgent time and attention demands of the utmost priority.

13. Occupational Risk: The position does not entail unusual occupational risk. The job requirements are primarily in an office dispatch setting.

14. Physical and Mental 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.

While performing the duties of this job, the employee is frequently required to sit, talk, hear, use hands to handle or feel objects; and reach with hands and arms. Regularly sits, stoops, crouches, kneels, and climbs. Specific vision abilities required include, close and medium distance vision, and ability to adjust focus and distinguish colors. Frequently lifts up to 30 pounds. Strenuous physical effort is not required in this position.

15. Motor Skills: Duties involve close hand and eye coordination and physical dexterity. Manipulation and motor control under stressful conditions.

16. Visual Demands: Visual demands include constantly reading on a computer, for general understanding and for analytical purposes, and with a need for color vision.