

Public Safety Dispatcher I Tufts University

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Posted Dec. 11, 2024, set to expire Apr. 25, 2025

Job Title	Public Safety Dispatcher I
Department	Department of Public Safety
Institution	Tufts University Medford, Massachusetts
Date Posted	Dec. 11, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Public Safety
Job Website	https://jobs.tufts.edu/jobs/21235?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	
Job Description	

Overview

The Tufts Department of Public Safety (DPS) serves the university community and its four campuses by providing a safe and secure environment to all who learn, work, and live in the Tufts community. The Public Safety Dispatcher I is critical to the overall success of the Department's safety, security, and preparedness mission. We welcome applications from seasoned dispatch professionals as well as candidates who have a strong desire to serve as part of our public safety team. The Dispatcher I will be responsible for answering calls for police service, managing police radio calls, and dispatching the appropriate response. The role involves the dissemination of sensitive law enforcement information received through state and federal sources and notifications to the University community of certain types of crime information and emergency messages through the University's alert notification system.

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The Department is currently hiring for all shifts. We provide all the training for this position. Tufts University offers a competitive wage and a wide range of benefits including a 100% tuition remission for employees who want to further their education, generous Medical, Dental, and Vision Insurance, Low-Cost Life Insurance, Eligibility for both University-Funded 401b and Employer-Sponsored 401a Retirement Plans, Paid Holidays, and Generous Sick and Vacation Pay.

What You'll Do

- Ability to manage multiple responsibilities at once often while switching back and forth between tasks based on their importance and urgency including call dispatch, incoming calls for service, interpreting alarm, and other systems data.
- Handle telephone calls and walk-in requests for service, including general and emergency calls for assistance.
- Dispatch Tufts police and security personnel to all calls for service; manage police radio communications and coordinate incident response.
- Coordinate radio calls and requests for assistance from outside law enforcement, fire, and emergency medical agencies, when required.
- Make appropriate entries into the department's computer aided dispatch (CAD) system to track calls for service, incident reports and other department activities.
- Monitor computerized alarm systems and electronic access control system events and dispatch shift personnel to respond to all reported violations.
- Record-keeping tasks that include filing police reports, logging lost/found property, posting public incident record logs, completing shift task logs and miscellaneous clerical tasks deemed necessary and appropriate by supervisory staff.

What We're Looking For

Basic Requirements:

- High School diploma/GED required
- Must possess strong customer-relations skills and be able to work under high stress situations
- Must have ability to multi-task given the complexity of work responsibilities.
- Must have excellent verbal and writing skills
- Must be able to be CPR certified; CPR instruction and certification will be provided if not already certified
- Must successfully pass and maintain CJIS Operator certification within first 30 days of employment
- Must achieve within the first 6 months of employment, or as soon as reasonable based on availability of courses: APCO Public Safety
- Telecommunicator 1 certification, NAED Emergency Medical Dispatch
- Ability to obtain computer proficiency, including typing, and knowledge of or ability to learn: Computer Aided Dispatch and Records Management System, Mass Criminal Justice Information System (CJIS) terminal, computerized alarm monitoring systems, computerized access control system, other computer or technical systems that may be added to the Communications Centers
- Must pass a professionally administered psychological and medical exam, background investigation of personal character and criminal records check including fingerprint supported checks of state and federal criminal justice databases

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Special Work Schedule Requirements:

Work Environment:

- The work area consists of numerous computer systems, alarm monitoring equipment, telephones, and police radio systems
- The Communications Center is located on the Medford campus at the police department

Physical Demands:

- Physical demands include standing, walking, reaching, writing, listening, speaking, and seeing
- Mental demands include reading numerous reference manuals, interpreting alarm and other systems data
- Must be willing to work under stressful conditions, adapt to irregular work schedules, including working evening, nights, holidays, and weekends given the 24-hour nature of the job

Pay Range

Minimum \$20.10, Midpoint \$23.90, Maximum \$27.70

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact