

Communications Dispatcher I- Police department (2nd Shift)

Quinsigamond Community College

Direct Link: <https://www.AcademicKeys.com/r?job=261024>

Downloaded On: Aug. 12, 2025 4:04am

Posted Aug. 11, 2025, set to expire Aug. 24, 2025

Job Title Communications Dispatcher I- Police department (2nd Shift)

Department Police

Institution Quinsigamond Community College
Worcester, Massachusetts

Date Posted Aug. 11, 2025

Application Deadline 08/24/2025

Position Start Date Available immediately

Job Categories Classified Staff

Academic Field(s) Public Safety

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Job Description

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Communications Dispatcher I- Police department (2nd Shift)

Category: Campus Police

Department: Campus Police

Locations: Worcester, MA

Posted:

Closes: 8/24/2025

Type:

Position ID: 191376

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General Statement

Incumbents of this position transmit messages from a radio communications base station; monitor various radio frequencies; operate radio transmitting and receiving equipment; maintain records and logs of messages; search files to obtain information; coordinate radio communications; and perform related work as required. (This position is a police dispatcher with the QCC Police Department).

Supervision Received

Reports to Chief of Police, members of Executive Police Command and Dispatch Supervisor.

Supervision Exercised

None.

Duties and Responsibilities

1. Oversees and monitors communications activities in order to ensure compliance with governing laws, rules and regulations.
2. Oversees and monitors communication dispatch activities for multiple alternative campus locations, in addition to the main campus.
3. Testifies in court proceedings.
4. Serves as the first point-of-contact for callers and walk-in customers requesting service from the Quinsigamond Police Department.
5. Reviews all dispatch logs for completeness, accuracy and punctuality.
6. Handles confidential information appropriately.
7. Advises, directs and interprets emergency calls for service and initiates police, fire, emergency medical response and DPW as needed, to incidents.
8. Initiates emergency alerts for notifying or updating campus personnel of ongoing emergency conditions.
9. Monitors intrusion, duress, fire and card access alarms and notifies and directs the appropriate

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personnel to respond.

10.Monitors police scanner from the Worcester Police Department and surrounding towns and advises Quinsigamond police patrol personnel of emergency types of calls occurring in the general QCC peripheral property area.

11.Operates a multi-line telephone system, emergency telephone system, emergency alert systems (i.e. text messages, etc.) and directs calls to appropriate personnel, providing information as requested.

12.Considered essential personnel during inclement weather and/or emergencies.

13.Ability to be potentially "on-call" during off hours or weekends to conduct emergency mass notifications and/or inclement weather notifications.

14.Documents all pertinent information relating to incidents on campus, personnel matters, etc. on the computerized incident reporting management system. (police log)

15.Compiles the CLERY Crime Log.

16.Compiles and provides a statistical data report to the Chief (when requested).

17.Receives and relays LEAPS terminal information to appropriate police personnel.

18.Prepare and submits electronic work orders to the Facilities Department (when applicable).

19.Initiates (and documents) employee call-backs for maintenance emergencies, after normal business hours.

20.Initiates telephone notifications to various College officials in the event emergencies or other critical incidents, as directed by the on-duty supervisor.

21.Updates, organizes, and maintains, all emergency response manuals; alarm codes, and applicable policy manuals kept within the dispatch area.

22.Dispenses keys to authorized persons following prescribed sign-out and retrieval procedures.

23.Receives and controls "administrative journal (police log) entries" for lost and found property.

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24. Performs several tasks related to the parking program to include the issuance of parking decals, the filing of applications and citations and the data entry that is related to the violations that are issued.

25. Assists IT System Administrator with software issues - IMC, CJIS.

26. Assists in the selection and development of new dispatchers and assist in training where applicable.

27. Follows departmental policies and appropriate laws.

28. Attends required trainings.

29. Performs other duties as assigned.

Job Requirements:

Minimum Qualifications

1. Ability to read, write and comprehend the English language and use proper English grammar.

2. Ability to speak clearly and distinctly, and to give oral instructions in a precise, understandable manner.

3. Ability to gather information through questioning individuals and by examining records and documents.

4. Ability to work accurately with names, numbers, codes and/or symbols, and to maintain accurate records.

5. Ability to deal tactfully with others, and to maintain a calm manner, make decisions and act quickly in stressful and emergency situations.

6. Ability to exercise discretion in handling confidential information.

7. Ability to work independently.

8. Must pass a dispatch entry level psychological screening.

Preferred Qualifications

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- 1.High School Diploma.
- 2.Excellent oral and written communication skills.
- 3.Employment experience requiring detailed documentation.
- 4.Experience in higher education.
- 5.Customer service experience.
- 6.First Responder/CPR Certified.

Additional Information:

Quinsigamond Community College is an affirmative action/equal opportunity employer and does not discriminate on the basis of race, color, national origin, ethnicity, gender, disability, religion, age, veteran status, genetic information, gender identity or sexual orientation in its programs and activities as required by Title IX of the Educational Amendments of 1972, the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, and other applicable statutes and college policies. The College prohibits sexual harassment, including sexual violence. Inquiries or complaints concerning discrimination, harassment, retaliation, or sexual violence shall be referred to the College's Affirmative Action and/or Title IX Coordinator, the Massachusetts Commission against Discrimination, the Equal Employment Opportunities Commission or the United States Department of Education's Office for Civil Rights.

Quinsigamond Community College will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Diversity, inclusion, and equity are core values at Quinsigamond Community College. We are passionate about building and sustaining an inclusive, respectful, and equitable environment for all students, staff, and faculty. Every member on our college campus enriches our diversity. We support inclusion and are dedicated to ensuring equity in access to opportunities.

Quinsigamond Community College is an equal opportunity/affirmative action employer. Members of underrepresented groups, minorities, women, veterans, persons with disabilities, and all persons committed to diversity and inclusive excellence are strongly encouraged to apply.

Successful applicants will be required to complete a Criminal Offender Record Information

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(CORI/SORI) request.

To apply, visit <http://qcc.interviewexchange.com/jobofferdetails.jsp?JOBID=191376>

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Contact Information

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

Contact

Police

Quinsigamond Community College

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