The Town of Londonderry (pop. 25,000) is seeking candidates for the position of Emergency Tele-Communications Operator (TCO). The Town of Londonderry has a career-oriented full-time fire department with 50 full-time members staffing three fire stations 24/7, 365 days a year. The TCO position will be responsible for receiving and dispatching emergency calls for various departments throughout Southern New Hampshire with a call volume that could exceed 6k per year.

**MINIMUM REQUIREMENTS:** A high school diploma or GED is required. Applicants will undergo a multi-part Dispatcher Screening Process. Applicants must have the ability to touch-type at least 30 WPM (net of errors). A typing test will be administered. Applicants must also pass additional tests, including a drug screen and a thorough background and criminal history review. Candidates must have interest in, and be suitable for, work in a combined fire, rescue and EMS dispatch center. Also required is maturity of judgment and the following abilities: ability to learn and understand the basic field operations and procedures of the police and fire departments; to manage fire dispatch operations and support units and field commanders requesting resources and support actions; and to use various technical systems including computerized dispatch, signaling, alarm monitoring, telephone console, and general personal computer equipment. Candidates should also possess the ability to understand and skillfully manage emergency and business callers, to be understood clearly by others over radio and telephone circuits, to accurately record the detail of telephone and radio conversations, and to remain calm under the pressure of emergencies, peak workloads, and multiple (simultaneous) responsibilities.

**DUTIES & RESPONSIBILITIES:** Receive and process fire, rescue and EMS-related emergency calls using various national, state, and local protocols. Dispatch fire, rescue and EMS emergency units and personnel as needed. Monitor and operate radio, computer, telephone, and other specialized equipment in support of public safety communications and dispatch functions. Perform other dispatch, signal monitoring, and communications support duties as assigned. Working under the supervision of the Communications Supervisor, the TCO will have detailed job responsibilities in the following major areas:

- Receiving Telephone Calls and Obtaining Information Using Structured Protocols
- Dispatching Public Safety Personnel and Resources
- Understanding Fire Field Operations and Procedures
- Processing Alarms from Fire and Central Station Signaling Equipment
- Providing Information to Responders, the Public and Other Agencies
- Providing Emergency Medical Dispatch Services and Instructions
- Reporting and Recordkeeping
- Operating General Facility Devices and Equipment
- Taking Reports over the Phone
- Continuing Training
PREFERRED: Demonstrated experience in one of several areas of public safety and/or public safety dispatching including one year of past experience as a public safety, police, fire or EMS dispatcher, a police officer, firefighter, EMT, or paramedic is preferred. Applicants with one year of past experience as a police/fire alarm or telecommunications call center operator, or dispatcher in non-public safety agency or private agency will also be considered. Certification from the International Academies of Emergency Dispatch or Association of Public-Safety Communications Officials-International as an Emergency Medical Dispatcher is preferred. A bachelor’s or associate’s degree is also preferred. In addition to English, the ability to speak Spanish and/or French is also preferred.

PHYSICAL DEMANDS: Tasks involve extensive keyboarding on multiple keyboards and attentive listening to telephone calls and radio transmissions (often at a low volume level and of poor audio quality on a department-supplied headset or handset). Candidates must have the ability to exert very moderate physical effort typically involving some combination of stooping, kneeling, and lifting, as well as carrying, pushing and pulling objects and materials of moderate weight, twelve to twenty pounds. Candidates must be able to work any shift assignments, including nights, weekends, holidays, overtime (both forced and scheduled), and up to 16-hour shifts.

WORK ENVIRONMENT: General call center-type environment with air conditioning and fluorescent lighting. Noise level can be high as the office is active with phone calls and equipment sounds.

FY 22 STEP PAY SCALE: $21.55/hr - $25.86/hr, plus educational incentives and benefits.

To be considered for an interview, send completed Town application (available on Town website: www.londonderrynh.org) along with cover letter, resume, and copies of all certifications and credentials to Lisa Drabik via email (ldrabik@londonderrynh.org) or mail/hand delivery to Town of Londonderry, Human Resources, Job Search – TCO, 268B Mammoth Road, Londonderry, NH 03053. NO PHONE CALLS PLEASE.

Closing Date: August 13, 2021 at 5:00 PM

THE TOWN OF LONDONDERRY IS AN EQUAL OPPORTUNITY EMPLOYER