



DANIEL C. O'LEARY  
CHIEF OF POLICE

## BROOKLINE POLICE DEPARTMENT

*Brookline Massachusetts*

December 14, 2016

To: Mr. Kleckner, Town Administrator

From: Daniel C. O'Leary, Town Administrator

Subject: Dispatcher Hiring

I received a letter of resignation from one of our E-911 Dispatchers, Jacquelyne Byrd, she submitted her resignation effective for January 1, 2017. Her departure leaves a vacancy in our Public Safety Dispatch staff. I am seeking authorization to hire to fill this vacancy. As you know, we need to have the staff in our dispatch facility at full strength for public safety purposes.

I am asking to be scheduled to appear before the Board of Selectman to seek the authorization to hire.

Attached are the forms required to fill vacancies in the Town's workplace.

Daniel C. O'Leary  
Chief of Police





E911 Dispatcher

Authorization To Hire Request Form

11. Suggested sources for specialized recruitment advertising: (other than local papers)

Human Resources will work closely with the department to post the position widely with the ProDiversity Network,  
ZipRecruiter, Indeed, Which all have multiple targeted affinity group job boards, as well as related professional groups.

12. Please attach the current position description.

13. Signatures:

Department Head Signature: <u><i>Samuel Cochran</i></u>	Date: <u>12/14/16</u>
<i>Assistant</i> Human Resources Director: <u><i>[Signature]</i></u>	Date: <u>12/15/16</u>
Town Administrator: _____	Date: _____

14. Approvals:

Date on BOS Agenda: _____	Date Approved: _____
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15. Notes:

## EMERGENCY TELECOMMUNICATION DISPATCHER

### A. SUMMARY

The Dispatcher receives all oral communications from the public and law enforcement personnel coming into the police station. By following established procedures and employing common sense, he or she transmits requests for service to the appropriate location.

Subject to the provisions in the Manual sections covering Policies and Procedures, the Dispatcher has the primary responsibility for the initial deployment of law enforcement personnel and equipment.

### B. GENERAL DUTIES AND RESPONSIBILITIES

It is the duty and responsibility of the Dispatcher to:

1. Report any deployment of police officers beyond their regularly assigned routes or sectors to the Officer-in-Charge.
2. Inform the Officer-in-Charge whenever a police vehicle is out of service.
3. Announce the call letters of the Department as issued by the Federal Communications Commission.
4. Be thoroughly familiar with the Department's procedures relating to use of radio and other communications equipment.
5. Acquire a thorough knowledge of the location and lay-out of streets, buildings, parks, housing developments and other significant areas of the community so as to maximize the accuracy and speed of dispatches.
6. Respond to all complaints received in a calm and civil manner.
7. Be familiar with emergency procedures that relate to matters requiring urgent police attention so as to be capable of activating them immediately.
8. Coordinate police, fire and ambulance activities at the scene of crimes, motor vehicle accidents, fire scenes, etc.
9. Keep personnel who have been dispatched on calls fully informed of all facts affecting the safety or efficiency of their response to the call. Review all data in the CAD for all hazards.

10. Inform the Officer-in-Charge when contact with an officer on patrol cannot be made after a unit is paged twice.
11. Maintain equipment, especially the emergency call lines, in working order and immediately report any malfunction or defect to the Officer-in-Charge.
12. Utilize the CAD system to assign units to calls, arrive units at scene and update system with dispositions of incident.
13. Render assistance to the members of the general public who make inquiries at police headquarters.
14. Monitor the alarm panel for all alarms.
15. Monitor CCTV's for interior, cellblock, and outside perimeter security.
16. Operate the E911 system. Receive, transfer and record calls.
17. Monitor BAPERN and Intercity channels for radio traffic of interest to the Brookline Police.
18. Monitor and utilize the LEAPS/NCIC computer system. Enter, modify and cancel various records.
19. Answer all telephone calls promptly and respond by stating "Brookline Police Department", followed by his/her rank and surname as well as informing the caller that they are being recorded.
20. Perform any other duties as assigned by the Chief of Police or the Commanding Officer – Platoon on Duty.