



CITY OF PEABODY

# HUMAN RESOURCES DEPARTMENT

CITY HALL, 24 LOWELL STREET, PEABODY, MA 01960

Phone: (978) 538-5722/5721

**BETH BRENNAN O'DONNELL**  
Human Resources Director

**CATHY TROMBLEY**  
Human Resources Aide

**KELLY BLOOM**  
Human Resources Assistant

**JOB POSTING**  
**POLICE DEPARTMENT**  
**DISPATCHER**

**Job Title:** Dispatcher

**Civil Service:** Official Service (subject to testing procedures as become available)

**Union:** PEABODY POLICE DISPATCHERS ASSOCIATION,  
MASSACHUSETTS COALITION OF POLICE, LOCAL 348

**Schedule:** To be determined. Dispatch response is an obligation of all days and all hours  
8 hour shifts - Work 4 days followed by two days of non-work

**Pay Rate:** Depending on shift, starting rate is \$19.05 to \$20.58 per hour

**Summary of Position Responsibilities:**

Duties of a Dispatcher are primary in public safety as calls for service are received by the Dispatcher and appropriate personnel of the Police, Fire and Emergency Medical services are dispatched as needed. The Dispatcher must transmit and receive information and messages between public safety divisions and other law enforcement and emergency service providers. All calls received and the actions taken are recorded and maintained accurately in computer based systems. Position is supervised by the Supervisor of Dispatch under authority of the Chief of Police and/or his designee.

**Qualifications:**

Must be a High School graduate. Demonstrated proficiency in effective use of a keyboard and recording effectively into computer systems required. A solid understanding of effective record maintenance required. Clear and effective in communication by phone and in person essential; ability to read and write clearly in English required. Must be able to comprehend and follow instructions; able to work on computer keyboard for long periods of time. Ability to work day, night and weekend shifts required. Must be willing and able to work extended shifts and/or double shifts in emergency situations. Hearing at or correctible to normal ranges; must hear without impediment in all telephone contacts. Able to speak in another language is a plus.

**Posting Date:** September 3, 2020

**Application:** City application can be found on the City of Peabody, MA website [www.peabody-ma.gov/hr](http://www.peabody-ma.gov/hr) or obtained at the Human Resources Department at City Hall. Qualified candidates please submit applications on or before **September 18, 2020** to the Human Resource Office, City Hall, 24 Lowell Street, Peabody; or via e-mail to [kelly.bloom@peabody-ma.gov](mailto:kelly.bloom@peabody-ma.gov); or fax to 978-278-1544. Position to remain open until filled. The City is an EOE.