



Hadley Communications Department
Emergency Telecommunicator

Appointing Authority:	Select Board	Date:	08.18.2026
Direct Supervision	Dispatch Supervisor	Status/Type	Full Time – 40 Hrs./Wk.
Administrative Direction by:	Chief of Police	FLSA Status:	Non-Exempt
Hiring Range	\$22.92 - \$25.41	Salary Range	\$22.92 - \$31.24

Hadley Communications Department
Emergency Telecommunicator (Police, Fire, and EMS Dispatch)
Full-time, Benefited, Union Position
Hampshire County Retirement Group

DEFINITION

Dispatcher and Call Taker of emergency and non-emergency incidents; routine clerical, administrative and technical work in receiving and dispatching routine and emergency information; keeping official records; assisting in the administration of the standard operating procedures of the Communications Center providing 24-hour, seven day a week, service for Police, Fire, and Emergency Medical Services; data entry and other Public Safety administrative duties; all other work as required.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Receives emergency and non-emergency radio and telephone transmissions in the Communications Center; answers all incoming calls on recorded and unrecorded lines in a professional customer oriented, courteous, and business-like manner; ascertains nature of call, gathers all necessary information to transmit or relay, and prioritizes calls based upon their nature and time factors.

Dispatches and manages the deployment of Police, Fire and Emergency Medical personnel and response vehicles for emergency and non-emergency incidents; broadcasts nature, locations, and time of incident; contacts all required personnel; provides supplemental information; ensures the presence of reserve units by

contacting personnel designated for call-back; contacts and coordinates Mutual Aid responses; relays information as required. Maintains Communications Center work area and equipment in lean and working condition; performs janitorial functions in work area as needed.

Enters and retrieves information from the CJIS/LEAPS/NCIC computer system in regard to criminal records; warrants, missing persons, and other functions as required and under the terms set forth by the Criminal History Systems Board; enters and retrieves information from the RMV computer in regards to motor vehicle operators licenses, registration and other functions as required and under the terms set forth by the Criminal History Systems Board. Interfaces with Fire Districts, Mutual Aid assignments and the Massachusetts State Mobilization Plan.

May be required to perform administrative support duties, as time permits, for the Communications Center, Police, and Fire Departments; assist with the training of new Communications Center employees. Performs similar or related work as required or as situation dictates.

MINIMUM QUALIFICATIONS Education and Experience - High school graduate or GED equivalent required; six months related experience and familiarity with general office practices such as typing, filing, accounting/bookkeeping required; or any equivalent combination of education and experience Knowledge, Ability and Skill - Must have the ability to perform multiple tasks at the same time i.e., entering information into the computer system, answering the telephone and speaking on the radio; familiarity with computers, data entry terminals, and pertinent terminology. Must submit to, and successfully pass, a Massachusetts Board of Probation and an Interstate Inquiry Index record check; must comply with the minimal qualification guidelines established by the Criminal History Systems Board.

MISC. INFORMATION Full-time position that will work a four days on/two days off rotating work schedule; either Day shift (7a-3p) Eve shift (3p-11p) or Midnights (11p-7a.) Shifts are determined seniority in bi-annual shift bids. Weekends and holiday hours are mandatory, and some overtime, based on emergency need. Base pay is \$22.92-\$25.41 depending on experience. Base pay is augmented by overtime rate pay, shift differential and holiday pay.