

**DEPARTMENT:** Fire

**JOB TITLE:** Telecommunications Operator

**SALARY:** IAFF Local 3160 Collective Bargaining Agreement

**WORK SCHEDULE:** Full-time position consisting of forty (40) hours per week, with overtime required.

**JOB SUMMARY/SUPERVISION:** Performs responsible communications work in receiving and dispatching emergency and non-emergency calls and messages to the appropriate personnel and authorities. Maintains and retrieves information through reports, records, and file information for dissemination to appropriate personnel. Also performs responsible clerical work.

**ACCOUNTABILITY:** Reports directly to and is accountable to the Communications Supervisor.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** (The following is illustrative of the duties and responsibilities associated with the position and are not intended to be all-inclusive.)

Receives requests for Fire Department assistance. Ascertains nature of request and dispatches appropriate service unit in accordance with established policies and procedures. Determines urgency of call and elicits necessary information from the caller. Exercises sound judgment and tact when dealing with emergency situations. Relays and receives further instructions from fire department personnel at an emergency scene.

Maintains records of all incoming calls and dispatches through logs and reports. Maintains status and current information of all units in and out of service.

Types a variety of correspondence, memoranda, forms, and reports. Types material in final form assuring spelling, grammar, and punctuation are in proper format and correct.

Serves as receptionist for the department.

Issues various permits and receives associated fees.

Works a schedule consistent with the department's organization, goals, objectives, or as deemed appropriate by the Chief or his/her designee.

Responsible for the record-keeping and tracking of several areas including but not limited to incident reports, fire inspection logs, fuel logs, mail, and request for release of information.

Performs other related duties as required.

**MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:** High school diploma or equivalent, supplemented by completion of secretarial or business-related courses; or any equivalent combination of education and experience that demonstrates possession of the required knowledge, skills, and abilities. Experience with computers and office equipment is required.

**CERTIFICATION/LICENSE REQUIREMENTS:** None required.

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER REQUIREMENTS:** Working knowledge of the principles associated with proper radio, telephone, and communications equipment. Knowledge of street locations and system relative to manual and computer aided dispatching. Ability to speak clearly and concisely. Ability to think and act quickly, calmly, and accurately in emergency situations. Ability to provide proper data entry with accuracy and within a reasonable time frame. Ability to follow complex oral and written instructions. Knowledge of operation of the department. Must have appropriate written and communication skills relative to business applications (i.e. English, math, and vocabulary). Ability to maintain accurate records and reports. Ability to establish and maintain effective working relationships with other personnel, departments, agencies, and the general public. Ability to use computers and associated software.

**SUMMARY OF OCCUPATIONAL EXPOSURES:** May be exposed to cleaning fluids, photocopier toner, eraser fluids, and printer cartridges.

**SELECTION PROCESS/APPOINTMENT:** May be required to participate in oral interview. Must pass a background investigation, criminal records check, motor vehicle records check, medical exam, alcohol and controlled substance test. Town Manager appoints based on recommendation from the Fire Chief.

**APPLICATION PROCESS:** Please submit cover letter resume and completed employment application (found on the Town website - [Employment Application](#)) via email to: [hrdept@londonderrynh.org](mailto:hrdept@londonderrynh.org) or mail to: Town of Londonderry Human Resources, 268B Mammoth Road, Londonderry, NH 03053. No phone calls or in-person applicants please.

**APPLICATION DEADLINE:** Posting will remain open until position is filled.

**Equal Opportunity Employer**

**Physical Activity Requirements  
(with or without accommodation)**

**PRIMARY PHYSICAL REQUIREMENTS**

LIFT up to 10 lbs:	Frequently Required
LIFT 11 to 25 lbs:	Occasionally Required
LIFT 26 to 50 lbs:	Rarely Required
LIFT over 50 lbs:	Not Required
CARRY up to 10 lbs:	Frequently Required
CARRY 11 to 25 lbs:	Occasionally Required
CARRY 26 to 50 lbs:	Rarely Required
CARRY over 50 lbs:	Not Required
REACH above shoulder height:	Occasionally Required
REACH at shoulder height:	Frequently Required
REACH below shoulder height:	Frequently Required
PUSH/PULL:	Rarely Required

**OTHER PHYSICAL CONSIDERATIONS**

Twisting:	Frequently Required
Bending:	Frequently Required
Crawling:	Not Required
Squatting:	Occasionally Required
Kneeling:	Occasionally Required
Crouching:	Rarely Required
Climbing:	Not Required
Balancing:	Rarely Required

**WORK SURFACE(S)**

Counter tops and desks	√
Flooring (various types)	√
Uneven surfaces	

**HAND MANIPULATION**

Grasping:	Frequently Required
Handling:	Frequently Required
Torquing:	Rarely Required
Fingering:	Frequently Required

Sloped Surfaces
Snow or icy surfaces
Grass/Pavement
Vehicle Interiors

**DURING AN 8 HOUR DAY,  
EMPLOYEE IS REQUIRED TO:**

**COGNITIVE AND SENSORY REQUIREMENTS**

		<u>Consecutive Hours</u>	<u>Total Hours</u>
Speaking:	Required to communicate orally with others		
Hearing:	Required to communicate orally with others	Sit 1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Sight:	Required to perform essential job duties	Stand 1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Tasting:	Not required	Walk 1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Smelling:	Not required		

Equipment: Telephone, stapler, calculator, pen and pencil, computer hardware and software, and other related office equipment.

Environment: Inside 100% Outside 0% (Percentage spent daily)