

COMMAND CENTER OFFICER

SUMMARY:

The Public Safety Command Center (PSCC) Officer is responsible for routine operation of the Public Safety Command Center. Handles routine and emergency calls for service; coordinates the response of appropriate MCCA Departments and various Public Safety service providers (police, fire, EMS, etc.) when required; records actions taken by him/herself as well as others in response to service calls; keeps various logs as assigned; effectively operates various computers, computer programs, CCTV programs; fire alarm monitoring, access control alarm monitoring, and radio equipment; Maintains harmonious work relations with large and diversified workforce. Maintains the confidentiality of the MCCA and the MCCA's Public Safety Department operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES: The Authority's Public Safety Manager: Communications & Technology may designate various other activities. *The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time for any reason, including reasonable.*

Building Access

- Monitors and document credentials of individuals requesting access into the building, if necessary, issues temporary facility identification.
- Monitors and operates facility systems including remote door access, escalators, elevators fire control, and parking lot controls.
- Controlling access to MCCA facilities, prohibiting unauthorized access.
- Monitors and operates the access control call boxes on the perimeter doors.
- Manages the scheduling and shutting off alarms

Dispatch

- Evaluates incoming calls to determine appropriate level of assistance required.
- Transmits information and messages upon request and/or according to established procedures.
- Monitor and operate radio, computer, telephone and other specialized equipment in support of public safety communications and dispatch functions.
- Coordinates facility response to emergencies, including emergency evacuation, bomb threats, chemical spills, natural disasters, terrorist activity, medical emergencies, etc.
- Manage and operate a Mass Emergency Notification System for MCCA emergency situations.
- Coordinates response of local emergency service providers (police, fire, EMS) to MCCA facilities
- Assisting callers with general inquiries, i.e. event hours, rules and regulations, parking, directions, etc.
- Coordination, distribution and broadcasting of event and facility information.
- Recording the receipt of found property into MCCA Lost & Found Website.

Safety/Security

- Monitors and operates intrusion alarm systems and fire alarm panels as well as CCTV cameras for unusual and/or suspicious activity

- File incident reports and assigns incident report completion task to other Public Safety Department personnel as needed.
- Distributes and collects shift equipment, i.e. portable radios; safety equipment; tour wands
- Routinely inspects PSCC equipment for effective operation and reports deficiencies.
- Records information required to document time and nature of the call and action taken. Enter data in incident records management system
- Maintain maintenance records for all building equipment such as doors, escalators, elevators, etc.
- Maintains and updated information on the PSCC Status Board
- Conducting Public Safety equipment inventory

EDUCATION/EXPERIENCE: Requires Associate's degree and or two years of experience in police dispatch and/or security central station operations. Significant years of Public Safety related operations experience and training may substitute for the degree requirement. Requires familiarity with electronic surveillance equipment; relational database management systems; fire suppression and detection systems; intrusion alarm systems; access control systems; and a working knowledge of state-of-the-art word processing and computer related analytical tools and databases, such as Microsoft Word, Excel and Access.

A demonstrated history of being a well-organized individual, who can operate effectively in an occasionally stressful environment, is a team player, can relate to people at all levels of an organization. Excellent communication skills, and is committed to the MCCA's mission. It is preferable that the incumbent be CPR and First Aid certified, and possesses a valid US Driver's License with the ability to operate a motor vehicle in the State of Massachusetts.

SPECIAL CONDITIONS OF EMPLOYMENT: Candidates who have received a conditional offer of employment must satisfactorily pass a pre-employment screening for controlled substances and alcohol, criminal records review, back ground and reference check, and pre-employment physical. Employees will be subject to random, reasonable suspicion, and post-accident controlled substances and alcohol testing and to periodic review of criminal records as determined by MCCA.

UNION: Union membership initiation fee and monthly dues or assessments are required as per the collective bargaining agreement with SEIU Local 32BJ, District 615.

To apply online please <https://home.eease.adp.com/recruit/?id=6078821>