



TOWN OF YARMOUTH

1146 ROUTE 28, SOUTH YARMOUTH, MASSACHUSETTS 02664-4492
Telephone (508) 398-2231 Ext. 1271. Fax (508) 398-2365

DIRECTOR OF
HUMAN RESOURCES
Sarah O'Reilly

Town of Yarmouth Personnel Board

Per M.G.L.: A public body shall post notice of every meeting at least 48 hours prior to such meeting, excluding Saturdays, Sundays, and legal holidays. Notice shall be printed in a legible, easily understandable format and shall contain: the date, time and place of such meeting and a listing of topics/agenda that the chair reasonably anticipates will be discussed at the meeting.

NOTE: THIS IS A REMOTE PARTICIPATION MEETING

Pursuant to Governor Baker's March 12, 2020, Order Suspending Certain Provisions of the Open Meeting Law, G.L. 30A, § 18, and the Governor's March 15, 2020, Order imposing a limitation on the number of people that may gather in one location, this meeting will be conducted via remote participation. Specific information such as instructions and guidelines for remote participation by members of the public and/or parties with a right and/or requirement to attend this meeting can be found on the Town website at www.yarmouth.ma.us. For the public portion of this meeting, members of the public who wish to watch/listen and participate in the meeting may do so in the following manner:

1. Join the meeting hosted in Zoom by using the following link:
<https://us02web.zoom.us/j/83286537709?pwd=cWRpL1F1dHdMTORVVmFIU1AyODMxQT09>
2. Audio, video and screen sharing functions will be disabled during the public session. Request to participate by using the "raise hand" function. (meeting ID:832 8653 7709 Passcode 567607)
3. You may also listen to the meeting by calling in on a phone to either 1 929 205 6099 and enter the meeting ID or one tap mobile: +13017158592,,83286537709#,,,,*567607# Audio, video and screen sharing functions will be disabled. Smart phone callers may be able to participate by using the "raise hand" function. Land line callers will be able to listen, but not participate verbally. All callers, or viewers may participate and provide public comment by using a designated email indicated below.
4. You may submit comments to the Town using the following email: humanresources@yarmouth.ma.us This email will be monitored by a moderator who will alert the Board Chair of relevant comments.
5. Meeting materials are attached to this agenda, available online at [yarmouth.ma.us/Agenda Center](http://yarmouth.ma.us/AgendaCenter), and will be displayed at the online meeting. It is recommended that phone participants access materials in advance of the meeting.
6. Please follow the following general instructions:
 - a. Keep your phone muted at all times when not talking;
 - b. Do not use speakerphone;
 - c. Do not use Bluetooth devices;
 - d. Mute all background noise;
 - e. Mute the livestream feed and use only the telephone audio;
 - f. Please do not speak until the chair or the meeting moderator asks for public comments or questions.

No in-person attendance of members of the public will be permitted. The measures stated above follow the emergency order of the Governor for remote participation.



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Notice of Meeting

Name of Committee or Board: Personnel Board

Date of Meeting: May 4, 2021

Time: 2:30 pm

Place: Remote Participation

Agenda Items:

- I. Public Comment
- II. Position Rating Manual edits Review, discussion and possible vote
- III. Public Safety Police Dispatcher review, grading and possible vote
- IV. April 13, 2021 Meeting Minutes Review and Approval
- V. Personnel Board proposed Meeting: May 11, 2021 – 2:30pm
- VI. Adjourn

May 4, 2021

PUBLIC SAFETY POLICE DISPATCHER
(Town of Yarmouth, Massachusetts)

Definition

Responsible communications and dispatch work in handling all Enhanced 911 emergency calls for police, fire, or emergency medical services directed to the police department as well as non-emergency calls for police and after-hours non-police town services, including, but not limited to the Department of Natural Resources; all other related work as required.

Supervision

Work is performed under the general supervision of the Shift Commander and the administrative direction of the Chief of Police, which requires using independent judgment to determine the correct public safety response for requests for service.

Job Environment

Work is performed in non-typical office conditions in which the environment is fast paced and stressful. Serves as the Town's "emergency lifeline," operating 24 hours a day, 7 days a week, 365 days a year, as well as an information center for non-emergency inquiries.

Work is performed in conjunction to busy Police operations. Operates computers: CJIS/NCIC terminal, CAD terminal, mobile data terminal, automatic vehicle location system, and department and town security camera systems, access gates, garage doors and other Town and Department security.

Operates all dispatching equipment including web-based paging/texting system, two-way radio equipment for police, fire, and other town agencies, including but not limited to enhanced 911 and TTY, text to 911, and police scanner.

Operates standard office equipment such as multi-line telephone, computers, copy machine, fax machine.

Has regular contact with emergency service personnel, other town departments, state and federal offices and officials, and the general public requiring excellent customer skills and the ability to deal with a wide range of people.

Errors could be costly with regard to loss of life, physical injury, or property damage and result in severe legal liability and monetary loss to the Town for improper handling of emergency calls.

Has access to confidential information concerning ongoing police activities, including dates of birth, social security numbers, medical/psychological and/or family histories, criminal histories of persons, names of sexual assault victims, etc.

Essential Functions

Promptly and professionally handles all calls received from the public by:

- Listening and obtaining all details
- Remaining calm and attentive even in the most difficult situations
- Letting everyone feel that his or her call is important

Promptly and professionally handles all radio calls received from police officers by:

- Listening to all details
- Providing services requested
- Remaining calm under pressure

Prioritizes calls for service and communicates with supervisor by:

- Keeping the Sergeant or Officer in Charge informed
- Allocating available officers to the priority calls for service

Monitors, answers, and transfers calls received at the primary answering station for the Town's Enhanced 911 system. Transfers calls for emergency medical or fire services to the fire alarm operator while determining if police response is necessary.

Keeps supervisory personnel aware of priority calls and equipment status.

Performs a variety of responsible dispatching functions in accordance with established standard operating procedures.

During emergency situations, frequently uses independent judgment to determine the priority of the incident, the kind and number of personnel needed, and the location of the closest and most suitable personnel available.

Maintains contact with crime victims or assists with emergency medical intervention until assistance arrives at the site.

Communicates via telephone or radio with other agencies such as utility companies, alarm services, town and state highway departments, animal control officers, towing companies, courts, bail commissioners, hospitals, water departments, etc. and keeps record of such contact.

Monitors the Barnstable County Sheriff's Department and responds to daily roll call of Cape departments.

Acts as receptionist by greeting the public, furnishing information or making referrals, taking information for complaints, taking messages, forwarding calls, and relaying information to other agencies.

Monitors and responds to cellblock and security cameras and alarms.

Maintains accurate, detailed records, logs, and other pertinent information according to department procedures.

Acts as an informational resource person to the police department for the transferring of general broadcasts received via monitor or telecommunications, or transferring information in the form of general radio broadcasts, Teletype messages, or mobile data messages.

Gathers information from the numerous databases in an effort to provide evidentiary support to active/ongoing investigations, errors of which may result in consequences and/or liability for the Town.

Trains new and seasonal personnel on dispatching procedures and equipment.

Maintains dispatching equipment and computers.

RECOMMENDED MINIMUM REQUIREMENTS

Education/Experience and Certifications:

High school diploma or equivalent. One year experience in a general clerical position involving extensive work with the public and computer experience; or any equivalent combination of education and experience.

Must be certified or become certified within six months of hire and maintain certifications with the Commonwealth of Massachusetts in APCO 40 hour telecommunication, Enhanced 911, Text to 911, TTY, State LEAPS/CJIS/NCIC, CPR/AED, and suicide prevention.

Required to attend annual training class to maintain position competencies and certifications.

Special Requirements

Must be able to score 90% or better on the Public Safety Telecommunicator Exam administered prior to hire.

Must be able to successfully pass background investigation, a psychological screening, physical examination, and drug screening prior to hire. Position may be subject to random drug testing.

Must be able to adhere to the personal and professional standards set forth in the Civilian Code of Ethics and be trustworthy and honorable of the police department and officers.

Must be able to quickly and accurately perform several tasks simultaneously using good judgment.

Must perform shift work required on nights, weekends, holidays, and remain or report for duty during emergencies.

Knowledge, Ability, and Skill

Knowledge: Once trained must have a thorough knowledge of all department functions and personnel relative to emergency situations. Working knowledge of the layout of the town, location of streets, buildings, parks, beaches, ponds, lakes, housing projects, shopping centers, and other significant areas of the community. Familiarity with related rules, regulations, orders, policies and procedures. Knowledge of information dissemination related to criminal offenders and public record. Knowledge pertaining to criminal and civil procedure.

Ability: Ability to learn communication system techniques. Ability to work alone and handle and prioritize numerous situations simultaneously, calmly, promptly, and efficiently while under extreme pressure. Ability to interact effectively with a diverse population. Ability to solve problems. Ability to deal with confidential and sensitive information. Ability to relate well with and adapt to the needs of the public, without bias.

Skill: Skill in typing, computers, record keeping, and communication.

Physical Requirements

Moderate physical effort is required to perform duties including operating a keyboard and sitting at a computer and dispatch equipment for long periods of time. Operating the dispatch equipment and all other related emergency equipment must be performed with efficient speed. The employee is frequently required to use hands to finger, handle, or feel for objects, tools or controls as well as reach with hands and arms, talk, and hear. Specific vision abilities require near and far vision, peripheral vision, and depth perception.

MINUTES OF MEETING
April 13, 2021, 2:30 p.m.
Remote Participation Meeting via Zoom

Members present: Betty-Jane Burkhardt, Chair, Alice Bowen, Brian Gardiner, Dianne McElroy, Sharon Ladley

Absent: N/A

Others present: Sarah O'Reilly, Director of HR, Frank Frederickson, Police Chief, Kevin Lennon, Deputy Police Chief, and Dispatchers Kerrie Pentland, Jaime Sundby, Sean Ryan, Paul Leidenfrost, Maria Curtis

The meeting was called to order by Chairman Burkhardt at approximately 2:32 p.m.

Roll call was taken.

Agenda items were taken out of order to better accommodate attendees.

Position Rating Manual

There was discussion regarding the Town of Yarmouth Position Rating Manual and the members agreed that the Personnel Board must prioritize the project that we started last summer to ensure that the Manual currently reflects positions since the inception of the Manual in 2002.

Police Dispatcher

Police Chief, Frank Frederickson presented the revised job description, pointing out that the position was last presented more than 10 years ago and needs a review. There was discussion regarding the Dispatcher duties and it was decided that the Personnel Board must first finalize the Position Rating Manual prior to conducting the review of the Dispatcher job description.

Position Rating Manual

There was further discussion regarding the position rating manual and ensuring that a comprehensive approach is taken to this process so we maintain the dignity of how positions relate to each other within the Town. Betty-Jane and Sharon agreed to do some work on the Position Rating Manual as a subcommittee and the Personnel Board will meet again on May 4, 2021 to review the manual prior to the next regular monthly meeting on May 11, 2021.

The minutes for March 9, 2021 were reviewed. Ms. Ladley made a motion to accept the minutes, seconded by Ms. Bowen. A roll call vote was taken and the minutes were unanimously approved.

A motion was made by Ms. McElroy to adjourn, seconded by Mr. Gardiner and the meeting was adjourned at approximately 4:09 p.m.

Respectfully submitted,

Sarah O'Reilly
Director of Human Resources, Town of Yarmouth

SO