



PUBLIC SAFETY COMMAND CENTER OFFICER

The Public Safety Command Center (PSCC) Officer is responsible for routine operation of the Public Safety Command Center. Duties include, but are not limited to the following: 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, and 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. **The Public Safety Command Center Officer is an hourly position. Uniforms are required at all times.**

EDUCATION/EXPERIENCE: Requires Associates Degree and two years of experience in police dispatch and/or security central station operations. Prior years of Public Safety related operations experience and training may be substituted 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. Must possess a valid US Drivers License to operate a vehicle in the State of Massachusetts and a driving record acceptable to the MCCA. CPR and First Aid certification is preferred. Ability to work irregular shifts, including early mornings, late evenings, weekends and holidays.

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.

Forward resume and cover letter to psjobs@massconvention.com or you may submit a copy of your resume and cover letter to the Director of Human Resources located at the Boston Convention & Exhibition Center, Administrative Offices, 415 Summer Street, Boston MA 02210 by hand or by US mail.