



# CENTERVILLE-OSTERVILLE-MARSTONS MILLS FIRE & RESCUE DEPARTMENT

1875 Falmouth Road, Centerville, MA 02632  
(508) 790-2375 ext. 1  
[www.commfiredistrict.com](http://www.commfiredistrict.com)

Patrick R. Hill, Chief  
[phill@commfiredistrict.com](mailto:phill@commfiredistrict.com)

Michael R. Rogers, Deputy Chief  
[mr Rogers@commfiredistrict.com](mailto:mr Rogers@commfiredistrict.com)

TO: Dispatcher Applicant

FROM: Chief Patrick R. Hill

DATE: June 17, 2025

Thank you for your interest in applying for a position at COMM Fire Department. Attached you will find the following forms to be completed legibly by the applicant himself/herself.

1. Dispatcher Position Duties/Qualifications
2. Employment Application
3. Living Radius Requirement

COMM Fire is recruiting candidates for the full-time position of Dispatcher. COMM Fire offers extremely competitive salary and benefits.

Dispatcher – Probationary - \$33.45 (hourly)

You are applying for a responsible public safety position. It is essential that you follow instructions specifically as directed. Make sure all dates and information are accurate. Include in your application packet COPIES of all your professional licenses and certificates, including but not limited to, APCO certification, EMD certification, and CPR card.

All of the questions must be answered, if applicable. If not applicable, indicate such with "n/a". Your application is not complete unless all questions are answered, signed, and dated. Failure to answer any and all questions truthfully and completely may result in the applicant's disqualification, or, if discovered after an individual is hired, termination of employment.

**Completed application packets must be returned to our offices at the above address or emailed to [nkennedy@commfiredistrict.com](mailto:nkennedy@commfiredistrict.com) by Wednesday, July 2, 2025 at 1600 hrs.**

Should you have any questions you may call our Administration Office at 508-790-2375 Option 1. We look forward to receiving and reviewing your application.



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TO: Dispatcher Applicant

FROM: Chief Patrick R. Hill

DATE: June 17, 2025

RE: DISPATCHER POSITION DUTIES/QUALIFICATIONS

## **ARTICLE XXIV**

### **DUTIES OF CENTERVILLE OSTERVILLE MARSTONS MILLS DISPATCHERS**

#### **TITLE 1**

##### **FULL-TIME DISPATCHER JOB DESCRIPTION**

**Effective Date: July 1, 1997**

**Revised: April 1, 2016**

##### **POSITION PURPOSE**

Ensures the prompt and accurate dispatching of fire and medical emergencies to locations requiring service by obtaining, processing and coordinating emergency service requests.

##### **NATURE AND SCOPE**

This position reports to the Duty Officer for operational matters. The COMM Dispatch Center is physically located in the Centerville Fire Headquarters. Dispatch provides all of the dispatching services for Centerville, Osterville, Marstons Mills and Cotuit.

The dispatcher position serves as an operator receiving and processing calls for assistance and dispatching and directing appropriate fire and medical apparatus, equipment and personnel. The position maintains radio and Computer Aided Dispatch System contact with all dispatched units during shift assignment so that information and/or assistance can be promptly provided, if requested.

The position receives, interprets and processes fire and medical service requests. The dispatcher is responsible for maintaining emergency service requests, including obtaining pertinent information. In addition, the position must process the service requests determining caller emergency, non-emergency and priority assignments, in accordance with established department procedures.

The position operates to assure the proper operations of the radios, transmitters, computers and other communications equipment and follows established policies and procedures of the COMM Fire Department. The Dispatcher must record and maintain various files and information compiled during the shift. This includes noting and referring reports of hazardous street conditions, water main breaks and traffic light outages. The position dispatches pre-plan fire and occupancy information to responding units.

The dispatcher position requires the undertaking of regular household duties in those areas regularly used by the Dispatcher, including the console center, kitchenette, bathroom and bunkroom areas. The Dispatcher shall perform other related duties, which may be assigned from time to time.

The position is challenged by the need to consistently receive, process and dispatch precise information in a demanding and stressful environment. The position's effectiveness can be measured by the consistent and timely processing of emergency service requests by dispatching and coordinating the appropriate emergency units.

### **PRINCIPLE ACCOUNTABILITIES**

1. Ensure the prompt response of emergency fire and rescue units to locations requiring assistance by accurately receiving, processing and dispatching emergency information.
2. Providing prompt and accurate information to emergency field units by utilizing various information sources available at the dispatch center.
3. Ensure the coordination of all responding emergency units by continually monitoring the location of the units and incoming emergency requests.
4. Ensuring the processing and coordination of information through a timely and accurate maintenance of records, files and statistics. To maintain radio logs, fire and rescue reports, fire alarm records, update street and occupancy files, maps hydrant records, etc. Dispatchers shall assist the public with required information, burning permits and assist them with questions concerning permits and other policies.
5. Ensure the continuous operation of the dispatch center by monitoring status and condition of equipment and notifying the Duty Officer of existing or potential equipment problems.

### **MINIMUM QUALIFICATIONS**

Dispatchers shall be temperamentally suited to the position, including being able to remain calm and to take decisive action during emergencies, to remain alert during periods of inactivity and when carrying out normal repetitive operations and to work harmoniously with other persons.

The position requires that the dispatcher live within a fifteen (15) mile radius from the Headquarters Station.

### **TRAINING AND EXPERIENCE**

In accordance with 105 CMR 171.050 ©, Dispatchers must possess and maintain a current Massachusetts First Responder and CPR card.

Dispatchers must possess and maintain the forty (40) hour A.P.C.O. Basic Telecommunicator level certification, as well as the twenty-five (25) hour A.P.C.O. emergency Medical Dispatch certification.

It would be desirable that a Dispatcher be an Emergency Medical Technician and have a minimum of one (1) year full-time experience in public safety telecommunications, emergency medical service, fire department or police work.

Experience and proficiency is required in various computer software programs, including but not limited, Microsoft Word, Outlook and Excel, Computer Aided Dispatch (~~presently Symposium~~), and Fire Department Record Keeping systems (~~presently Firehouse~~).

### **KNOWLEDGE AND SKILLS**

General knowledge of the location and streets in the four villages; good ability to receive and communicate information; working knowledge of the fire department emergency operation; familiarity with run sectors and building of high life hazards; basic skills in the operation of telephones, computers, T.D.D. and other related communication equipment; working skills in observing situations analytically and objectively and in recording them clearly and completely; working skills in reacting quickly and calmly in emergencies; working skills in speaking clearly and concisely; working skills in handling situations firmly, courteously, tactfully and impartially.

By signing below, I acknowledge my receipt and understanding of the above.

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Printed Name

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Signature

\* The "Agreement between the Centerville-Osterville-Marstons Mills Fire District and the PFAO Local 1" dated July 1, 2024 through June 30, 2027.

# CENTERVILLE-OSTERVILLE-MARSTONS MILLS FIRE DEPARTMENT

## EMPLOYMENT APPLICATION

As an equal opportunity employer, COMM Fire Department does not discriminate in hiring or in terms and conditions of employment because of an individual's race, creed, ancestry, color, sex, age, religion, handicap or disability, marital or veterans' status, national origin, sexual orientation or any other legally protected status. COMM Fire Department only hires individuals authorized for employment in the United States.

**Please submit a cover letter and resume along with employment application.**

**Position Applying For:** \_\_\_\_\_ **Date of Application:** \_\_\_\_\_

Are you able to meet regular attendance & punctuality requirements of the job? \_\_\_\_\_

Available start date? \_\_\_\_\_

### PERSONAL INFORMATION

(Last Name) \_\_\_\_\_ (First Name) \_\_\_\_\_ (Middle Name) \_\_\_\_\_ Are you authorized for employment in the U.S.? ( ) Yes ( ) No

(Present Street Address) \_\_\_\_\_ (City) \_\_\_\_\_ (State) \_\_\_\_\_ (Zip) \_\_\_\_\_ If you are under 18 years of age state your age? \_\_\_\_\_

(Home Phone) \_\_\_\_\_ (Cell Phone) \_\_\_\_\_ (Email address) \_\_\_\_\_

Valid MA Driver's License? Number \_\_\_\_\_ Class \_\_\_\_\_ Expiration Date \_\_\_\_\_

Do you authorize COMM to check your driving record for repeated or significant traffic violations? Yes \_\_\_\_\_ No \_\_\_\_\_

### EDUCATION

TYPE OF SCHOOL	NAME & LOCATION OF SCHOOL	DEGREE/AREA OF STUDY	NO. OF YEARS COMPLETED	GRADUATED (Check One)
HIGH SCHOOL				( ) Yes ( ) No
COMMUNITY COLLEGE				( ) Yes ( ) No
COLLEGE				( ) Yes ( ) No
GRADUATE SCHOOL				( ) Yes ( ) No
TECHNICAL SCHOOL				( ) Yes ( ) No
EMS TRAINING SCHOOL				( ) Yes ( ) No

## PROFESSIONAL LICENSES OR CERTIFICATIONS

Certifications:	Check All That Apply:	Expiration Date:
Massachusetts Emergency Medical Technician		
APCO Certification		
EMD Certification		
BLS/CPR		

## EMPLOYMENT HISTORY

Starting with your present or last job list *all* paid, volunteer, full or part-time work, military service, and summer jobs performed during the last 10 years (include work performed more than 10 years ago if it applies to the job you want). Use the back of the application and/or additional sheets of plain white paper if you need more space.

May we contact you present employer? ( ) Yes ( ) No

Name and Address of Employer & Date of Employment	Position & Duties	Reason for Leaving
Phone: Dates (From/To):		
Phone: Dates (From/To):		
Phone: Dates (From/To):		
Phone: Dates (From/To):		

Please list three employment-related references who are familiar with your work. Do not list relatives or friends.

Name	Address	Phone	Place of Employment	Position Held
1.				
2.				
3.				

## PERSON TO CONTACT IN CASE OF EMERGENCY

Full Name:	Address:	Phone:
Place of Employment:	Address:	Phone:
Relationship to you?		

## APPLICANT'S CERTIFICATION AND AGREEMENT

### Please Read this Statement Carefully

I understand that this application is not a contract of employment. I understand that to be employed, I must be lawfully authorized to work in the United States, and I must show COMM Fire Department documents that will prove this. I also understand that I may be required to successfully complete a medical or psychological examination, including a urine drug analysis, before employment and/or as a condition of continued employment, submit to such lawful examinations, medical, substance abuse, or other, as may be required by COMM Fire Department.

I authorize and understand that COMM Fire Department may investigate my work and personal history which may include a Criminal Offender Record Inquiry (CORI) and/or a Sex Offender Registry Information (SORI) check, military history and verify data given on this application, on resume or related papers, and/or interviews regarding my education, past employment history and background. I authorize all individuals, schools, and firms named herein, except my current employer, if so noted, to provide any information requested about me and I release them from all liability for damage in providing this information. I understand that the information released is for COMM Fire Department's use only. Conviction of a crime or termination from a job is not an automatic bar to your employment, all circumstances will be considered. I understand that I am not required to take a lie detector test as a condition of employment as it is unlawful in the State of Massachusetts to be required to do so.

If I am hired, I agree that my employment and compensation can be terminated with or without cause and for any reason not prohibited by statute at any time with or without prior notice, at the option of COMM Fire Department or myself. I understand that all appointments are probationary and that I must demonstrate my ability for continued employment. I also understand that I must be available from time to time to work outside of my normally scheduled hours, as the needs of the department require.

I understand that this application for employment will be considered active until the position I am applying for has been filled. I understand if I wish to be considered for future employment, I must inquire regarding re-submitting this application or completing another for any vacant position.

I certify that all the statements herein are true and understand that any falsification or misrepresentation of facts stated or implied shall be sufficient cause for dismissal or refusal of employment. I understand, also, that I am required to abide by all rules, policies or regulations of COMM Fire Department.

Applicant's Signature \_\_\_\_\_ Date \_\_\_\_\_  
(You must sign and date this application to be considered for employment)



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TO: Dispatcher Applicant

FROM: Chief Patrick R. Hill

DATE: June 17, 2025

## **Agreement Between the Centerville-Osterville-Marstons Mills Fire District and the Centerville-Osterville-Marstons Mills Professional Fire Alarm Operations, Local 1.**

**July 1, 2024 through June 30, 2027**

### **ARTICLE XXIV – Minimum Qualifications (page 24)**

“Dispatchers covered by this agreement must live within fifteen (15) miles of the headquarters fire station.”

Sign below to indicate your understanding of the above regulation.

Applicant Signature: \_\_\_\_\_

Applicant Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_