



John P. Bonney
CHIEF OF POLICE

Town of Abington

POLICE DEPARTMENT

215 Central Street
Abington, Massachusetts 02351
Phone: (781) 878-3232
Fax: (781) 347-5343

Notice of Job Posting

Job Title: Desk Attendant
Location: Abington Police Department
Status: Full-Time-40 hrs., with benefits
Salary: \$26.00 per hour

I. Job Summary

The Desk Attendant is responsible for both greeting the public and answering incoming calls on recorded and unrecorded lines in a professional, customer oriented, courteous, and businesslike manner, ascertaining the nature of the call, and gathering all necessary information to transmit or relay the information in accordance with established Department policy.

II. Supervision Received

Work is generally performed under the broad supervision of the on-duty shift Officer in Charge (OIC) who assigns specific duties and responsibilities, with the overall control of the Deputy Chief of Police, or his/her designee.

III. Supervision Exercised

Generally, none, however will be responsible for own work and, on occasion, may direct and train other staff.

IV. Work Hours

These positions will work a Monday–Friday schedule, with shifts from 3:00 PM to 11:00 PM and 11:00 PM to 7:00 AM. Additional hours, including weekends and other shifts, may be available depending on departmental needs.



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V. Duties and Responsibilities

- Responsible for answering all incoming calls on recorded and unrecorded lines in a professional, customer oriented, courteous, and businesslike manner, ascertaining the nature of the call, and gathering all necessary information to transmit or relay in accordance with established Department rules and procedures;
- Monitors phones, radio, and video in the dispatch center;
- Performs routine clerical, administrative and technical work in receiving routine and emergency information;
- Provides aid and support to the officers of the Department by ensuring that messages are clear, concise, accurate, and timely;
- Maintain accurate uniform documentation procedures for any dispatched activity through proper utilization of the Department's Computer Aided Dispatch (CAD) system and shall be fully familiar with the procedures for all data recording and entry responsibilities;
- Maintains dispatch center work area and equipment in clean and working condition;
- Keeps abreast of all communications center guidelines, directives, announcements, and special orders;
- Complies with all state and federal dispatch standards for telecommunications and maintains a good working knowledge and understanding of all radio systems, telephone systems, and radio / telephone recording equipment;
- Operates radios as needed and assists in radio communications; operates base radio as required;
- May assist in the training of new employees and ongoing refresher training;
- Must be capable of getting along with fellow employees to include sworn police officers and administrative staff.
- Serve as an information resource to the general public and provide requested information through additional resources.
- Acts as a liaison between the police department and the general public.
- Performs other duties as assigned and consistent with position.



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VI. Qualifications

- Minimum of a high school diploma or an equivalency is required;
- General office practices such as typing, filing, accounting or bookkeeping, and two (2) years of increasingly responsible related experience, or any equivalent combination of related education and experience;
- Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures;
- Must be capable of working independently, referring problems and issues to supervisors;
- Ability to speak clearly and distinctly at all times. Ability to think clearly and act appropriately in possible emergency situations;
- Ability to reduce all information received into clear, concise, and accurate messages; Ability to perform multiple tasks simultaneously (i.e. answering calls, entering information into the CAD system, etc.);
- Ability to analyze situations accurately and to take, or suggest, an effective course of action;
- Courteous, professionalism and emphatic abilities a must.

VII. Special Requirements

- Must be able to successfully complete background investigation with no felony convictions;
- Successful completion of the Basic Dispatcher's school given by the Massachusetts Criminal Justice Training Council or equivalent (to be attended as soon as beginning employment);
- Successfully complete all required and optional training classes at the discretion of the Chief of Police, his/her designee;
- Candidate must also demonstrate proficiency during two weeks of "on the job training".



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VIII. Tools and Equipment Used

- Communications switchboard, including computer-aided systems; personal computer including word processing software; copy and fax machines; radio.

IX. Physical Demands

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Console/communications desk environment;
- Subject to continuous telephone, and radio calls with interruptions, with moderate noise levels;
- While performing the duties of this job, the employee is frequently required to sit and talk or hear;
- May occasionally be required to walk;
- Frequently required to use hands to finger, handle, or feel objects, tools, or controls: and reach with hands and arms;
- Occasionally lift and/or move up to 10 pounds;
- Specific vision abilities required by this job include close vision and the ability to adjust focus;

X. Selection Guidelines

Formal application; rating of education and experience: oral interview and reference check; job related tests may be required. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.



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The Town of Abington is an Equal Opportunity/Affirmative Action Employer and does not discriminate on the basis of race, color, national origin, religion, gender or gender identity, familial status, disability, ancestry, age, marital status, public assistance status, sexual orientation, veteran history/military status or genetic information.

XI. Application Process:

To apply for the position of Desk Attendant, please submit a resume and cover letter detailing your qualifications and relevant experience to Deputy Jeffrey Postell at JPostell@abingtonpolice.org

Deadline to apply: 5:00 P.M. Friday, October 23rd, 2026