



Make a Difference

Do you have a desire to help others?

Do you have the ability to make quick and sound decisions under pressure?

Do you want a challenging and rewarding career in public safety?

The Essex Regional Emergency Communications Center is looking for qualified applicants who are interested in a fast-paced, rewarding career as a Public Safety Telecommunicator.

Our center provides emergency communications to the communities of Amesbury, Essex, Middleton, Topsfield and Wenham, Massachusetts and is responsible for answering emergency 9-1-1 calls and dispatching police, fire and ambulance resources to citizens requiring assistance.

Additionally, the Essex Regional is the primary answering point for Wireless 9-1-1 calls in all 34 cities and towns in Essex County, 32 cities and towns in Middlesex County, and three communities in Suffolk County.

Who We Are

The Essex Regional is located in Middleton, Massachusetts and operates under the authority of the Essex County Sheriff's Department and Sheriff Kevin F. Coppinger.



The mission of Essex Regional is to ensure effective and reliable access to the State 911 system and to provide high quality and effective coordination of emergency services to member communities and all stakeholders.



Essex Regional Emergency Communications Center
18 Manning Avenue
Middleton, MA 01949



Essex Regional Emergency Communications Center



Join Our Team

As a Public Safety Telecommunicator, you will embark on an exciting career as the primary link between citizens that call for help and the public safety resources they seek.

Each day in our center is an adventure because no two days are alike, and no one can predict what the next phone call will bring.

Handling the variety of challenges that we face every day requires special people with special skills – and you could be one of them.

The Essex County Regional Emergency Communications Center offers competitive wages, an excellent benefit package (position includes State contributed retirement, medical/dental insurance, and accrued time), a supportive and amiable work environment, state of the art technology, a generous training program, and continued education throughout your career.

Benefits

- Salary range: \$47,679 - \$58,663
- Paid vacation, sick, personal time
- Education incentive
- Health, dental & vision insurance through Commonwealth GIC
- Participation in State Retirement Plan

Basic Qualifications

- High School Diploma/GED
- College Degree and/or previous 911 experience preferred
- No disqualifying criminal history
- Successfully pass medical exam, including drug screening
- Successfully pass psychological exam
- Successfully pass hearing exam
- Ability to type 35 WPM
- Ability to consistently speak in a clear, well-modulated voice
- Ability to work across different shifts

Job Requirements

- Work in a high stress environment for long periods of time
- Enter, update and retrieve information from a variety of computer systems
- Maintain basic computer and keyboard skills
- Maintain all required certifications and licenses
- Communicate effectively with others



How to Apply

For instructions on how to apply and to download the application visit our website at: ecrecc.org/about/join

Have questions?

Email jobs@ecrecc.org

Or call 978-824-7292

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