



# TOWN OF HUDSON

## FIRE DEPARTMENT

39 FERRY STREET, HUDSON, NEW HAMPSHIRE 03051

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Emergency 911  
Business 603-886-6021  
Fax 603-594-1164

Scott J. Tice  
Chief of Department

To: Dispatcher Candidates

From: James Paquette  
Deputy Fire Chief

Date: December 4, 2024

Re: Dispatcher Hiring Process

Please read this memo and the job description carefully and ensure all of your paperwork is neat and complete. A complete application package will include the following:

- Cover Letter and Resume
- Town of Hudson Application for Employment
- Hudson Fire Department Employee Reference Release Form
- Copies of all applicable certifications
- Waiver request if applicable

In addition to hiring for this open position, we will be creating a hiring list for future vacancies with this process.

Incomplete, incorrect, and/or illegible application packages may be discarded. Failure to follow instructions may also lead to applications being discarded.

Application packages may be emailed to: [fireadmin@hudsonnh.gov](mailto:fireadmin@hudsonnh.gov) or they can be dropped off or mailed to the Fire Administration Building located at:

Hudson Fire Department - 39 Ferry Street - Hudson, NH 03051



# **TOWN OF HUDSON, NH**

**INVITES YOUR INTEREST IN THE POSITION OF**

## **Dispatcher**

**HUDSON, NH FIRE DEPARTMENT**

**HUDSON FIRE DEPARTMENT**

**39 FERRY STREET**

**HUDSON, NH 03051**

**PHONE: (603) 886-6021**

[www.hudsonnh.gov](http://www.hudsonnh.gov)

**PREPARE – PREVENT – PROTECT**

## OVERVIEW OF THE FIRE DEPARTMENT

The Hudson Fire is an all hazards Fire Department that serves a population of 26,000 out of three stations covering the 28.5 square miles of residential, commercial and rural districts. Our town is ranked in the top 10 among New Hampshire's incorporated cities and towns. The Fire Department is comprised of 60 personnel grouped into three divisions that include Operations, Inspectional Services and Fire Administration who provide Fire Suppression, Emergency Medical Services, Vehicle Rescue, Emergency Management, Hazardous Materials Mitigation, Public Education, Fire Prevention, Commercial and Residential Building Inspections, Permitting Services, First Aid, CPR and Fire Extinguishment Training.

Within the Operations Division is the Communications Division that includes the Dispatch Center, The Municipal Fire Alarm System and the associated Infrastructure. Our communications center handles all calls for service in both Hudson and neighboring Litchfield. Last year we handled 4841 calls, every full time employee is cross-trained in dispatching and can cover as needed.

Under the leadership of Chief Scott Tice, the Hudson Fire Department strives to be pro-active in the operations of the department. We are fortunate to have the support of the citizens of Hudson, who have allowed us to complete several major projects over the past several years. Facility improvements include the renovation of our Central Fire Station and building a brand new 8,000 square foot fire station. We have increased staff to 11 per shift, and plans are in place to increase staffing over the next few years to provide optimal coverage in Town. We continue to complete upgrades to our fleet include replacing ambulances, pumpers and several staff vehicles. Currently, we have two new ambulances in production with an anticipated delivery next year. Additionally, we will have a Seagrave 95 foot Aerialscope Tower Truck going into production in the very near future. We have invested millions of dollars into our Radio Infrastructure, which includes a new, digital radio system with multiple antenna and microwave sites that provide 98% radio coverage in town. Looking to the future, we are planning to replace our Computer Aided Dispatch system with a modern, fully integrated system that ties NH911, GIS, our equipment and the TEMSIS system with our dispatch software for a seamless call processing from 911 through call response.

## DISPATCHER

The Hudson Fire Department is accepting applications for a full-time Dispatcher.

**Job Summary:** Performs responsible communications work in receiving and dispatching calls and messages to the appropriate authorities and personnel. Maintains and retrieves records and file information for dissemination to Officers. Performs responsible clerical work.

**Supervision Received:** Works under the direction of the Deputy Fire Chief or other assigned Department Officers. Work is performed in accordance with established departmental procedures. Work is reviewed by monitoring employee's operations, by observation and by reviewing reports and records.

**Supervision Exercised:** Exercises Supervision over Dispatchers and Department members while in Dispatch training.

## DEPARTMENT VALUES

The Hudson Fire Department is seeking individuals who share our common values. Our organization values are PRIDE, Professionalism, Respect, Integrity, Dedication and Empathy.

These values help us with reaching our vision — To empower our organization with the knowledge, abilities and resources to meet the ever changing challenges that face our community.

Both provide us with the support needed to carry out our mission, which is Prepare—Prevent—Protect.

# PREPARE – PREVENT – PROTECT

## EXAMPLES OF DUTIES

1. Receives requests for Fire Department assistance. Ascertains nature of request and dispatches appropriate service units in accordance with established procedure. Determines urgency of call and elicits necessary information from caller. Exercises tact and judgment in dealing with emergency situations. Relays and receives further instructions from fire department personnel at the scene of an emergency.
2. Maintains records of all incoming calls and dispatches through various logs and reports. Maintains status and current information on all units in and out of service.
3. Types a variety of correspondence, memoranda, forms and reports. Types material in final form assuring spelling, grammar and punctuation are correct. (Must be able to use a computer terminal).
4. Issues various permits and receives associated fees.
5. Handles or refers incident activity, telephone and radio communications and contacts with the public occurring during his/her shift.
6. Responsible for tracking several areas including but not limited to; fuel logs, receivables, mail, and requests for release of information. Generates associated reports.
7. Performs other related duties as required.

## QUALIFYING EXPERIENCE AND EDUCATION

High school diploma or equivalent, supplemented by completion of secretarial or business school courses. Experience with office equipment; OR any equivalent combination of education and experience which demonstrates possession of the required knowledge, skills and abilities as determined by the Fire Chief.

## COMPENSATION AND BENEFITS

Hourly Pay Dispatcher: \$21.47 to \$26.73 (\$46,890 to \$58,378 annually) based on experience.

Annual salary based on 2,184 hours. \*\* Per contract, rate increase on July 1, 2025 (\$22.66 to \$28.91)

- Group 1 membership in the NH Retirement System
- \$750 yearly clothing allowance provided
- 240 - 360 hours of accrued earned time per year (based on years of service), with earned time buyout options twice per year.
- Shift swap opportunities available.
- Eligible for overtime upon completion of sixty days of full time employment and two satisfactory evaluations from the Dispatch Supervisor.

### ***12-hour work schedule to include:***

- **2-12 hour day shifts (0800 – 2000) followed by 2-12 hour night shifts (2000 – 0800) followed by 96 hours off. The cycle then repeats. Over an 8 week cycle, it averages a 42 hour work week.**

This is a full-time permanent position and covered under the International Association of Firefighters' Local #3154 Collective Bargaining Agreement. The Town offers a highly competitive benefits' package which includes the New Hampshire Retirement System Plan, generous paid time off, 12 paid holidays, a flexible benefits' plan including health and dental coverage.

# PREPARE – PREVENT – PROTECT

# SUBMITTAL REQUIREMENTS

Applications will be accepted until the position is filled.

Please submit applications via email, drop off or postal mail:

Email: [fireadmin@hudsonnh.gov](mailto:fireadmin@hudsonnh.gov)

Drop off or postal mail: [Fire Administration Building - 39 Ferry Street - Hudson, NH 03051](#)

Questions regarding this position?

Please contact Deputy Fire Chief James Paquette via email at [jpaquette@hudsonnh.gov](mailto:jpaquette@hudsonnh.gov) or 603-886-6021.



**PREPARE – PREVENT – PROTECT**



**Town of Hudson**  
**Hudson Fire Department**  
**APPLICATION FOR EMPLOYMENT**  
**AN EQUAL OPPORTUNITY EMPLOYER**

**MAIL APPLICATION TO:**

Hudson Fire Department  
 c/o Fire Administration  
 39 Ferry Street  
 Hudson NH 03051

OR

**EMAIL APPLICATION TO:**

fireadmin@hudsonnh.gov

(603) 886-6021 – PHONE

**INSTRUCTIONS:**

To be filled out by the applicant only. If you are physically unable to fill out this application, you may request reasonable accommodations in completing the form. Answer all questions. Print neatly and accurately. Attach supplements if necessary. Exclude any reference that may reveal or tend to reveal your race, color, religion, national origin, creed, age, marital status, sex, sexual orientation or disability.

- Incomplete applications **MAY NOT BE CONSIDERED.**
- If resume is submitted, **DO NOT** write "see resume."
- **DATE** and **SIGN** this application.
- Please list a minimum of ten years' prior experience and education.
- Please complete this application in blue or black ink.
- You are not required to furnish any information, which is prohibited by federal, state or local law.

<b>TITLE OF POSITION YOU ARE APPLYING FOR:</b> _____		<b>DEPARTMENT:</b> _____	
<input type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Student Intern <input type="checkbox"/> Grant Funded <input type="checkbox"/> Co-op <input type="checkbox"/> Temporary/Limited Term Employment		<b>TODAY'S DATE:</b> _____	
<b>Name:</b> (Last) _____ (First) _____ (M.I.) _____		Home Phone: ( ) _____ - _____	
<b>Current Address:</b> (Street) _____ (Apt. #) _____		Cell Phone: ( ) _____ - _____	
(City) _____ (State) _____ (Zip Code) _____		Can we contact you at this number? yes      no	
<b>Permanent Address:</b> (Street) _____ (Apt. #) _____ (if different than current address)		If yes, list hours	
(City) _____ (State) _____ (Zip Code) _____			
<b>Are you a U.S. Citizen?</b> yes      no		When will you be available for employment?	
<b>Are you legally eligible for employment in the United States?</b> yes      no			
<b>Are you at least 18 years of age?</b> yes      no <i>Your employment will be subject to verification that you meet state and federal minimum age requirements for the type of work you are applying for and have a valid work permit.</i>		Email Address: Can we contact you here? yes      no	
<b>'Have you ever been employed by the Town of Hudson?</b> yes      no If yes: when, in what position, and in what department? _____			
<b>Were you referred to us by an employee?</b> yes      no <b>If yes, by whom?</b> _____			
<b>Do you possess a valid Driver's License?</b>		<input type="checkbox"/> yes <input type="checkbox"/> no	
<b>Do you possess a valid Commercial Driver's License?</b>		<input type="checkbox"/> yes <input type="checkbox"/> no    Type/class: _____	
<b>Do you possess any other license?</b>		<input type="checkbox"/> yes <input type="checkbox"/> no    Type: _____	
<b>List any memberships in professional or technical associations:</b> _____			

List any current license or registration as a member of a trade or profession:

**THIS SECTION MUST BE COMPLETED!** Please list **ALL** instances in which you were convicted as an **ADULT** for crimes (misdemeanors or felonies), ordinance violations, traffic violations and the like. Also, please list all criminal charges (misdemeanors or felonies) currently pending against you. Failure to include all information requested under this section may result in denial of employment.  
 CHECK HERE IF NOT APPLICABLE  
*Approximate dates may be listed:*

Date	Location	Charge	Court	Disposition of case

*NOTE: A conviction record or pending arrest record does not constitute an automatic bar to employment and will be considered only if there is a substantial relationship to the circumstances of the particular position or if the employer deems there is a bona fide occupational qualification inherent in the position which requires this information prior to hiring.*

**Did you graduate from high school?**  yes  no  
 Name of school: \_\_\_\_\_  
 Location of school: \_\_\_\_\_ If no, have you passed a high school equivalency or GED test:  yes  no  
 Location: \_\_\_\_\_

**Special skills & qualifications** – *this information must be provided if you are applying for a position requiring these skills:*  
 Experience transcribing mechanically-recorded material?  yes  no    Typing speed (if known): \_\_\_\_\_ WPM  
 List any additional office equipment which you can operate skillfully: \_\_\_\_\_  
 \_\_\_\_\_  
 List all computer software which you can operate skillfully: \_\_\_\_\_  
 \_\_\_\_\_  
 Foreign language (spoken or read with proficiency):  
 French  German  Spanish  Other: \_\_\_\_\_

**Training beyond high school:**  
 College or university, technical, nursing, business college or other schools you have attended.

College, university or school – name, location and phone number	Presently attending	Major field	Type of degree received	Credits earned	GPA

Describe any education or training you have had which is not covered above, such as vocational school, on-line coursework, correspondence courses, service schools, police academy, in-service training. Please provide dates.

**IMPORTANT:** You must complete the Employment Section of this application. Use additional sheets if necessary. You may attach a resume to further explain your qualifications. Please list a minimum of ten prior years' experience and education.

Are you currently **unemployed**?  No  Yes, since \_\_\_\_\_  
 List any time periods of past **unemployed** status: \_\_\_\_\_

*Applicant name* \_\_\_\_\_

**EMPLOYMENT SECTION: (Please start with your most recent position - include military service)**

From (month & year)	Title of your PRESENT/MOST RECENT position:		PRIMARY DUTIES:
To (month & year)	Employer's Name (Company Name)	Phone Number	
Hours each week:	Address:		
Full time <input type="checkbox"/> Part time <input type="checkbox"/> Temporary <input type="checkbox"/>	Name and title of supervisor:		
Starting salary (indicate yearly, monthly or hourly):	If currently employed, may we contact that employer? <input type="checkbox"/> yes <input type="checkbox"/> no, not at this time	Reason for leaving or considering change:	
Present salary (indicate yearly, monthly or hourly):	Number of employees you supervise:	Were you involuntarily discharged? yes <input type="checkbox"/> no	

From (month & year)	Title of position held:		PRIMARY DUTIES:
To (month & year)	Employer's Name (Company Name)	Phone Number	
Hours each week:	Address:		
Full time <input type="checkbox"/> Part time <input type="checkbox"/> Temporary <input type="checkbox"/>	Name and title of supervisor:		
Starting salary (indicate yearly, monthly or hourly):	Number of employees you supervised:	Were you involuntarily discharged? <input type="checkbox"/> yes <input type="checkbox"/> no	
Last salary (indicate yearly, monthly or hourly):	Reason for leaving:		

From (month & year)	Title of position held:		PRIMARY DUTIES:
To (month & year)	Employer's Name (Company Name)	Phone Number	
Hours each week:	Address:		
Full time <input type="checkbox"/> Part time <input type="checkbox"/> Temporary <input type="checkbox"/>	Name and title of supervisor:		
Starting salary (indicate yearly, monthly or hourly):	Number of employees you supervised:	Were you involuntarily discharged? <input type="checkbox"/> yes <input type="checkbox"/> no	
Last salary (indicate yearly, monthly or hourly):	Reason for leaving:		

**Please print an additional page for additional employers if needed.**



**OTHER EXPERIENCE**

(Include volunteer experience, internships, and/or jobs, not included in the employment section.)

Company Name/Location	Job Title	Dates Employed (month/year)	Annual salary	Full or part-time
		From:                      To:		
		From:                      To:		

**Additional Fire Service / EMS certifications:**

**EMS**

Are you EMS certified                       Yes  No If yes, to what level: \_\_\_\_\_

Are you licensed with the National Registry  Yes  No If yes, what is your registry number: \_\_\_\_\_

What is the expiration date: \_\_\_\_\_

Do you have a NH EMS Provider License:  Yes  No If yes, what is your license number: \_\_\_\_\_

What is the expiration date: \_\_\_\_\_

**Fire**

Certifications with the State of New Hampshire Department of Safety: (check all that apply)

- |                               |   |           |            |                 |
|-------------------------------|---|-----------|------------|-----------------|
| Firefighter 1A                | Hazardous Materials                       | Awareness | Operations | Decontamination |
| Firefighter 1B                | Driver/Operator: Apparatus with Fire Pump |           |            |                 |
| Rapid Intervention Team (RIT) | Incident Command System                   |           |            |                 |
| Firefighter II                | Fire Officer I                            |           |            |                 |
| Firefighter III               | Fire Officer II                           |           |            |                 |

Are you on the current State of NH Hiring List?      Yes              No

Note: A copy of each certification listed above should be enclosed with this application.

**REFERENCES**

NAME/TELEPHONE/ADDRESS	OCCUPATION	NATURE OF RELATIONSHIP
Work or education related (e.g. former employers, supervisors, co-workers, school faculty). No relatives/significant others.		
1.		
2.		
3.		
4.		
5.		

**Attention: Applicants for Firefighter or Fire Officer positions**

**Please attach a separate sheet of paper and write (do not type) your answer to the following two-part question.**

The answer should be at least 150 words, legible and responsive to the question. What qualities make you an outstanding candidate and what duties and responsibilities would comprise the ideal job for you?

**Applicant name** \_\_\_\_\_

**AUTHORIZATION AND CERTIFICATION**

Please read and initial each of the following statements. If you have a question regarding any of these statements, ask the Fire Administration Secretary for assistance prior to initialing and signing the application. Your initials and signature verify that you have read, understand and agree to abide by these statements.

Initial:

\_\_\_\_\_ I authorize any person contacted to provide the Hudson Fire Department any and all information regarding my employment, education and other information concerning any of the subjects covered by the application which may include, but not be limited to, application of employment, performance evaluations, work records, excluding workers compensation if any, wage rates, supervisors' comments, results of any and all non-medical tests, disciplinary reports or letters, and complaints or allegations regarding any misconduct. I agree to execute release authorization forms as required by the Hudson Fire Department to request employment records from my present and/or former employer(s). I release and hold harmless the Hudson Fire Department, their officers, agents and employees, and the person(s) providing the information from any liability related to the providing of this information.

Initial:

\_\_\_\_\_ I understand that after receiving a Conditional Offer of Employment, I may be required to successfully pass pre-employment and post-employment exams to gain employment or continue employment with the Hudson Fire Department. I consent freely and voluntarily to participate in required drug tests and/or a pre-employment physical exam at a location selected by the Hudson Fire Department, and consent to the release of the test results to the Hudson Fire Department. I hereby release and hold harmless the Hudson Fire Department, their officers, agents and employees, and the laboratory, their employees, agents and contractors from any liability whatsoever, arising from the drug tests and/or a pre-employment exam and decisions concerning employment based upon the results of the tests.

Initial:

\_\_\_\_\_ I authorize the Hudson Fire Department, its officers, agents, and employees to conduct a background criminal check and a check with the Department of Transportation prior to making a decision regarding employment. I release and hold harmless the Hudson Fire Department, their officers, agents, and employees and the person(s) providing the information from any liability related to the performance or result of this check. I recognize that this information will be considered by the Hudson Fire Department only if it substantially relates to the position applied for.

Initial:

\_\_\_\_\_ If accepted for employment, I agree that my status as an employee depends upon my successful performance. I understand that just as I am free to resign at any time, the Hudson Fire Department reserves the right to terminate my employment at any time. All employees not covered by a collective bargaining agreement are considered at-will employees.

Initial:

\_\_\_\_\_ I agree to use such personal protective equipment and devices as may be required by the Hudson Fire Department and to comply with safety rules and requirements. In addition, I understand that the Hudson Fire Department maintains a workplace free from drugs, harassment and violence.

Initial:

\_\_\_\_\_ I understand that nothing contained in the application or any employee handbook, the granting of an interview, or an offer/acceptance of employment constitutes an employment contract. I understand that no representative of the Hudson Fire Department has the authority to make any assurances to the contrary.

I hereby certify that all statements made on or in connection with my application are true, complete and correct to the best of my knowledge and belief. I understand and agree that any misstatements or omissions of material fact subject me to disqualification or, if hired, dismissal.

The Hudson Fire Department is committed to the equality of opportunity for all people. It is the policy of the Hudson Fire Department to provide equal employment opportunities for all individuals on the basis of their skills, abilities and qualifications, without regard to race, color, national origin, religion, political affiliation, sex, age, disability, marital status, arrest or conviction record, sexual orientation, disabled veteran or covered veteran status, membership in the National Guard or any other reserve component of the United States or State military forces, use or nonuse of lawful products off the employer's premises during non-working hours, or any other non-merit factors, except where such factors constitute a bona fide occupational qualification.

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
Date



# TOWN OF HUDSON – FIRE DEPARTMENT

15 Library Street • Hudson, New Hampshire 03051 • Tel: 603-886-6021 • Fax: 603-594-1164

## Employee Reference Release Form

Your Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I authorize my current and/or previous employer to furnish the Hudson Fire Department and/or the Town of Hudson the information requested in the reference check that they may conduct. I further promise to hold, said current and/or previous employer, its employees and officers harmless for any statements made herein.

Social Security Number\*: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

\*(Not required unless you have been presented with a Conditional Offer of Employment)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Please Check:

Yes I authorize the Hudson Fire Department and/or the Town of Hudson to contact any of my former employers to obtain any data necessary to support this application.

No

\_\_\_\_\_  
 Yes I authorize the Hudson Fire Department and/or the Town of Hudson to contact my present employer to obtain any data necessary to support this application.

No

\_\_\_\_\_