TOWN OF WATERFORD

PUBLIC SAFETY DISPATCHER I
EMERGENCY MANAGEMENT

The following position is presently open in the Town of Waterford.

VACANCY EFFECTIVE: MARCH 2016

APPLICATIONS MUST BE IN THE HUMAN RESOURCES OFFICE BY 4:00 P.M. FRIDAY, MARCH 11, 2016.

Lieutenant	PS-4
SUPERVISOR	CLASSIFICATION
Chief of Police	Emergency Management
REVIEWING AUTHORITY	DEPARTMENT

A. PURPOSE OF POSITION: To answer calls for emergency assistance from the public and dispatch proper emergency service personnel and equipment in a timely fashion. To handle routine communications and related activities for Police, Fire, Ambulance, Emergency Management, and other agencies as needed.

B. SUPERVISION RECEIVED: Works under the supervision of the Chief of Police who may delegate day-to-day supervision to a Police Lieutenant or Police Sergeant. Receives instruction and guidance through policy manuals, procedure books and written directives for routine matters. (Receives verbal instructions from Fire Company Officers, shift Lieutenant, shift Sergeant and Liaison Officers for unusual matters not covered above).

C. SUPERVISION EXERCISED: May supervise others in special or emergency situations when authorized.

D. EXAMPLES OF DUTIES:

1. Receives calls for emergency assistance from the public and dispatches the proper equipment and personnel.

2. Receives and transmits routine and emergency information via radio, telephone, teletype and computer.

3. Continuously monitors several radio channels simultaneously.

4. Monitors burglar alarms, fire alarms, sewer alarms and other monitoring devices as required. Takes appropriate action upon activation.

5. Participates in drills and test of the Center as directed.

6. Maintains appropriate logs of all activities and messages.

7. Coordinates regional hotline calls and ambulance calls to local hospitals, sets priorities for specific injuries, and operates medical radio equipment to enable the ambulance and hospital to communication with each other.

8. Monitors prisoners and other secure areas by video equipment as needed.

9. May serve as an information clerk answering inquiries of the public; performs clerical duties as directed.

10. Other related duties as assigned.

E. MINIMUM QUALIFICATIONS: (Knowledge, Skill & Ability)
Shall be temperamentally suited to the position, including being able to remain calm and 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. Shall be familiar with general emergency service operations, with the locations of streets, important structures and congested and/or hazardous areas. Shall have a working knowledge of the alarm systems and shall be capable of making the prescribed tests. Shall be familiar with rules and regulations relating to the communications equipment usage, including those of the Federal Communications Commission pertaining to radios. Ability to pass the required entrance examination. Must be capable of typing at the rate of thirty (30) WPM and be familiar with computer operations. Must be capable of performing on-the-job training, to write legibly, to maintain records, to comprehend and follow written and oral directions and to operate visual aid equipment. Handles calls in effective and courteous manner. Must pass the psychological examination. Must have a valid Connecticut Drivers' License. Must pass a background investigation.

F. PHYSICAL DEMANDS/WORK ENVIRONMENT:
Must be able to pass a medical examination to determine physical and psychological ability to perform the job. Must have a good sense of hearing and distinct pronunciation. Will be required to maintain self according to standards set regarding personal hygiene and appearance. Must be in good physical health and free from disabling defects that would affect the ability to efficiently handle the duties assigned. Must be willing to work a rotating shift schedule. While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel; reach with hands and arms; and talk or hear. The employee frequently is required to walk and sit. The employee is occasionally required to stand; climb or balance; and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 25 lbs. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and ability to adjust focus. The dexterity necessary to utilize a computer keyboard on a regular basis is essential.

G. EDUCATION & TRAINING: Must be a high school graduate or equivalent. As a minimum, must be CPR (Cardiopulmonary Resuscitation) certified or able to obtain such certification within six (6) months. Must be able to pass formalized training in the use and operation of emergency service equipment and 911 telephone systems. Must pass annual evaluations in the use and operation of all Communications Center equipment and policies. Employee must maintain all required state and local certifications

Emrg Mgmt-Posting-Dispatcher (Mar2016)

Joyce A. Sauchuk, Director of Human Resources

3/1/2016
Date

cc: Town Hall Bulletin Board
First Selectman
Town Clerk
Tax Collector
Assessor
Youth Services Bureau
Finance Department
Planning, Building & Health
Senior Services
Utility Commission
Bureau of Fire Services
Library
Public Works Department
Police Department
Recreation & Parks

Michael Kovalik, President, Local 1303-037
Thomas Martin, President, Firefighters Local 4629
James Bartelli, President, General Government Administrators (UPSEU)
Steve Whitehead, President, Police Union (UPSEU/COPS)
Laurie Lewis, President, Waterford Public Safety Dispatchers (UPSEU)