

May 5, 2006

External/Internal

**CITY OF NEW LONDON  
CONNECTICUT**

**RECRUITING ANNOUNCEMENT**

**AN EQUAL OPPORTUNITY EMPLOYER**

**Position title:**            **Part Time Safety Dispatcher**

**Salary:**                    **\$19.00 – 21.00/hr.**

**General Description of Job:**

Serve as a dispatcher in the City of New London central communications center on a per- diem basis.

**Minimum Requirements:**

Must be an O.S.E.T. Certified Dispatcher. Must also have COLLECT certification, CPR and Powerphone EMD certification, plus 2 years' recent FT experience.

**Examination \* :**

Computer Skills Test	Background Check	Psychological Exam
(Pass/Fail)	(Pass/Fail)	(Pass/Fail)

*\* Department interview to follow examination completion.*

**Employment Benefits:**

None offered for part time positions.

**How to Obtain Information:**

Application and job information available at <http://ci.new-london.ct.us>, and must be submitted via e-mail to [amccray@ci.new-london.ct.us](mailto:amccray@ci.new-london.ct.us) or by mail to the Personnel Department, 181 State Street, New London, CT 06320. EOE/MFH.

FLSA: Non-Exempt

Grade: 10

Location: Police Headquarters

Approved by Personnel Board: 10/14/03

Concurred Union PW: \_\_\_\_\_

Hours: 40

**Title:                    PUBLIC SAFETY DISPATCHER**

**OBJECTIVE: Reports To:** Police Captain, Support Services; Immediate Supervisor is Shift Commander. **Distinguishing Features of the Class:** Performs a variety of complex activities linking the recording, monitoring and dissemination of emergency and non-emergency information between and among the public, law enforcement officers, emergency medical and fire fighting personnel.

**ESSENTIAL FUNCTIONS:**

- Receives non-emergency and emergency calls for service;
- Answers telephone calls for service and Police, Fire and Emergency Medical Services (EMS) assistance;
- Operates the E911 telephone, TDD and computer equipment;
- Records call information into the computer aided dispatching system (CAD);
- Prioritizes, directs and logs police, fire and EMS calls and dispatches units using the computer aided dispatch system (CAD);
- Provides pre-arrival instructions and a short report of the conditions or incident to responding unit using the computer aided dispatch system (CAD);
- Transmits information by telephone, radio, and computer in conformance with established procedures;
- Provides Emergency Medical Dispatch (EMD) using the City's medically approved emergency medical reference system;
- Gathers and records information such as description of victims, suspects, vehicles and situations;
- Gathers information on nature of call, details of emergency, and appropriate response;
- Completes records research, performs data entry and maintains C.O.L.L.E.C.T. and National Crime Information Center (NCIC) databases;
- Researches, enters, clears, cancels and updates warrants, missing persons reports, runaway juveniles reports, stolen article descriptions or vehicles in designated computer databases;
- Transfers or makes emergency calls for service to other agencies and jurisdictions;
- Dispatches Police Officers to pending calls according to unit availability and priority;
- Dispatches Fire and EMS units to pending calls according to unit availability and priority;
- Monitors police radios to ensure safety of Police Officer, and dispatches backup units;
- Monitors cell block, processing area, building interior and perimeter with video and audio system keeping the supervisor advised of unusual activities;
- Receives Millstone and other emergency messages and makes proper notification;
- Resolves routine problems encountered in performance of work assignments;
- Assists supervisors in scheduling and the assignment of overtime and special duty work;
- Performs other related duties as assigned.

**REQUIRED KNOWLEDGE, SKILL AND ABILITIES:** Knowledge of:

- Federal, National, State (OSET) and City telecommunications, 911 and emergency dispatch rules, regulations, guidelines, policies, practices and procedures;
- Emergency Dispatch radio transmission procedures and methods for Fire and Police departments;
- Policies and procedures related to Emergency Medical Dispatch (EMD);
- Policies and procedures related to Computer Aided Dispatch System (CAD);
- Geographical layout and map reading to provide directions to dispatched units;
- Business English, spelling, mathematical computations and general office practices;
- Computer hardware, software and peripherals to enter, retrieve, research and manage databases and computer assisted dispatch;
- Customer service practices and procedures.

## Skill in:

- Effective oral and written communications;
- Effectively responding to and obtaining critical information from emotional and upset individuals in crisis situations;
- Entering data in an accurate and timely manner;
- Responding appropriately in emergency situations;
- Maintaining and updating records and files;
- Establishing and maintaining effective working relationships with others;
- COLLECT and NCIC formats and codes;
- Use of computer keyboard and data input.

**REQUIRED EQUIPMENT OPERATION:** Computer, Telephone and related standard equipment.

**REQUIRED PHYSICAL EFFORT:** Work involves rotating shifts and working extended workdays outside the regular working hours and on-call status. Work requires data entry, constant telephone and radio monitoring and utilizations, and occasional standing, walking, bending, stooping and lifting. Must be able to lift 30 pounds. May be telephonically exposed to emotionally upset or argumentative individuals. Vision and hearing is required to perform essential functions. Work is performed in a fast paced, high volume emergency communications center environment.

## Physical ability of:

- Finger dexterity
- Acute hearing
- Speech clarity
- Near vision – work may involve considerable eye strain
- Sitting for extended periods of time at a console
- Auditory attention

## Mental ability to:

- Perform in stressful situations
- Use deductive and inductive reasoning
- Memorize

- Comprehend oral instructions
- Use problem sensitivity
- Recall numbers in sequence
- Invoke speed of closure
- Visualization

**QUALIFICATIONS:** (Minimum) A High School Diploma or G.E.D. Some experience as a public safety dispatcher or telecommunicator in an emergency setting or two years experience in the operations of radio transmitting and receiving equipment or three years of public contact work that included customer service or any equivalent combination of experience, education and training which provides the knowledge, skills and ability to perform this work.

Must obtain and maintain current Office of State Wide Telecommunications (OSET) Dispatcher Certification, Emergency Medical Dispatch (EMD) certification, COLLECT certification and CPR/first aid certifications within 6 months of initial employment. Must pass an extensive background check.

Replaces Central Communications Dispatcher