

Internal/External

CITY OF NEW LONDON  
CONNECTICUT

RECRUITING ANNOUNCEMENT

AN EQUAL OPPORTUNITY EMPLOYER

**Position title:** Public Safety Dispatcher (Certified)

**Salary Range:** \$24.72 -\$30.06 per hour/PW

**General Description of Job:**

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 firefighting personnel. Performs mandated and routine record maintenance on a multitude of databases, monitors video systems at various City sites and the Police Station.

**Minimum Requirements:**

Associate Degree and one (1) year of experience working as a certified public safety dispatcher or telecommunicator in an emergency setting or High School Diploma and five (5) years' experience providing customer service to the general public or the satisfactory equivalent combination of training and experience. Must possess the following: O.S.E.T. Certified Public Safety Communicator, COLLECT Certified, CPR, Powerphone/EMD Certified, and E-911 Certified.

**Testing Requirements: \***

T&E (Weighed 50%)	Oral Exam (Weighed 50%)	Psychological (Pass/Fail)	Background Investigation (Pass/Fail)
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\* *Each* portion of the testing requirements *must* receive a passing score of 70% or more in order to proceed to the next phase of the testing process. The City reserves the right to limit the number of applicants invited to participate in the department interview. In accordance with the personnel policies extra points may be awarded to those applicants with proven New London residency, Honorable Military service (DD214 must be attached) and bilingual skill. Points will be added after the candidate has passed all portions of the examinations. Extra points may not be used to pass a failing grade.

**Employment Benefits:**

Liberal fringe benefits – United Health Care Oxford Health Insurance with CVS Caremark prescription, Cigna Dental. Life Insurance, Sick Leave, Vacation and Holidays, Workers Compensation and State of Connecticut Municipal Employees Retirement Pension System.

**How to Obtain Information:**

For an application (required) and posting information, apply to the Personnel Office, 13 Masonic Street, New London, CT 06320 or visit the City of New London website at: [www.ci.new-london.ct.us](http://www.ci.new-london.ct.us). Applications may be dropped off, mailed or emailed to [Jobs@ci.new-london.ct.us](mailto:Jobs@ci.new-london.ct.us) Closing date is March 13, 2020, 3:00 p.m., EOE MFH

The application must be submitted before **March 13, 2020 at 3:00 P.M.**

FLSA: non-exempt  
Grade: PW-12  
Location: Police Department  
Approved by Personnel Board: 6-3-08  
Concurred Union (1378): 6-3-08  
Hours: 40

## **PUBLIC SAFETY DISPATCHER**

### **GENERAL STATEMENT OF DUTIES:**

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 firefighting personnel. Performs mandated and routine record maintenance on a multitude of databases, monitors video systems at various City sites and the Police Station.

Works under the general direction of the Police Captain of Support Services and under the direction and supervision of a Shift Commander.

### **EXAMPLES OF WORK (ILLUSTRATIVE):**

Receives emergency (911) and non-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 dispatch system (CAD). Prioritizes, directs and logs police, fire and EMS calls and dispatches units using the CAD system.

Provides pre-arrival instructions and a short report of conditions or incident to responding unit using the CAD system. 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 the nature of the 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 person reports, runaway juvenile reports, stolen article descriptions or vehicles in designated databases.

Transfers or makes emergency calls for service to other agencies and/or jurisdictions. Handles after-hour emergency call-outs, contacting the appropriate individual from each department for emergency servicing of vehicles, lights, roads, trees, etc.

Monitors police radios to ensure safety of the Officers and dispatches back-up units as necessary.

Dispatches Police Officers/Fire/EMS units to pending calls to service according to unit availability and priority.

Monitors cell block, processing area, building interior and perimeter with video and audio system; keeps the supervisor apprised of unusual activities. Monitors waterfront areas (homeland security) and several high crime areas of the City via video system.

Provides information and assistance to the public in the Police Department lobby including providing directions, prisoner information and shelter referral forms for the homeless; assists homeless with completion of intake information for shelters as necessary

Receives Millstone and other emergency messages and makes appropriate notifications.

Resolves routine problems encountered in performance of work assignments; May assist supervisors in scheduling and in assignment of overtime and special duty work.

Performs all other work-related duties as required.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Considerable knowledge of Federal, National, State (OSET) and City telecommunications, 911, EMD, CAD system and emergency dispatch rules, regulations, practices and procedures.

Considerable knowledge of Emergency Dispatch radio transmission policies, procedures and methods for Fire, EMS and Police services.

Working knowledge of COLLECT and NCIC codes.

Skilled in effective communication, using business English and accurate spelling, verbally and in writing and to establish and accurately maintain critical files.

Skilled in the effective operation of specialized work-related computer software and peripherals.

Ability to read maps and understand the geographical layout in order to provide directions to dispatched units

Ability to perform mathematical computations and apply to work performed.

Ability to respond effectively and to elicit critical information from emotional individuals in a crisis situation.

Ability to comprehend, interpret, memorize and/or provide oral instructions, to visualize situations and to recall numbers in sequence.

Ability to enter data into appropriate computer systems quickly, accurately and efficiently.

Ability to respond appropriately under pressure in emergency situations using deductive and inductive reasoning as the situation requires.

Ability to multi-task, juggling data entry, telephone and radio monitoring and utilization.

Ability to establish and maintain effective working relationships with peers, supervisors, city employees, residents, homeless, individuals in a crisis and the general public.

Ability to work in a fast-paced, high-volume emergency communications center environment and to handle the physical and emotional requirements of the work.

Ability to work rotating shifts and to work extended hours outside the regular working hours as well as to serve in an on-call status.

**MINIMUM QUALIFICATIONS:**

Associate Degree and one (1) year of experience working as a certified public safety dispatcher or telecommunicator in an emergency setting or High School Diploma and five (5) years' experience providing customer service to the general public or the satisfactory equivalent combination of training and experience. Must possess the following: O.S.E.T. Certified Public Safety Communicator, COLLECT Certified, CPR, Powerphone/EMD Certified, and E-911 Certified.

**SPECIAL QUALIFICATIONS:**

Must be capable of passing an extensive background check of work, personal and financial history.

Revised: 6/08