

TOWN OF WETHERSFIELD

PUBLIC SAFETY DISPATCHER

POSITION SUMMARY:

Under the general supervision of the Chief of Police or designee, the Public Safety Dispatcher receives and transmits emergency and administrative messages over a combined police, fire and medical communications system. The Public Safety Dispatcher is responsible for addressing incoming complaints and calls for service from the public, and requests for action from field units. The dispatcher will deal with emergency situations and have to deal with difficult or hostile situations and individuals via telephone, while diligently performing his/her duties relevant to the incident at hand.

ESSENTIAL FUNCTIONS OF WORK:

Receive telephone calls via 911 and routine telephone lines, and mechanical alarm signals for emergency police, fire or medical services. The dispatcher will obtain relevant information to evaluate the emergency situation, determine the appropriate response to the call, the initial resources needed to effectively respond to the emergency and dispatch those resources from town and state agencies. As circumstances indicate, maintain ongoing contact with reporting persons to obtain additional information regarding the situation and to keep responders updated as to the conditions prior to arrival on the scene. Will assist with pre-arrival emergency medical instructions. Create and update computer files for calls for service via a Computer Aided Dispatch system.

Monitor multiple radio talk groups and frequencies covering the town, area towns and state agencies. Receive radio and telephone communications from police, fire, medical and other town and state personnel for emergency and routine situations. Provide requested information and resources. As necessary, determine the appropriate response to inquiries/requests and provide that response. Function as primary back-up dispatch center pursuant to mutual aid compacts and state/local emergency plans.

Uses computer terminal to input, retrieve and transmit information through the COLLECT and National Crime Information Systems including, but not limited to: warrants, stolen vehicles or property, missing persons. Respond to and transmit computer entries including notification to area towns of criminal activity and requests to other agencies for information. Receive and transmit information from state and national law enforcement databases to field personnel.

Completes various paperwork on a daily basis which includes: shift rosters, daily logs, vacant house check lists, private duty road jobs, school crossing guard shifts, as well as transmittal reports to the Superior Court.

Miscellaneous duties including monitoring of department cameras, receiving and directing walk-in complaints after hours. Answering department intercom and operating access control systems. Implementation of radio failure procedures, 911 system trouble rerouting procedures, CAD failures procedures, COLLECT system problems and other essential equipment failure procedures. Monitor remote radio sites for intrusion and malfunction alarms.

PHYSICAL AND MENTAL REQUIREMENTS/ WORK ENVIRONMENT:

(Required for essential duties; reasonable accommodations will be considered under the Americans with Disabilities Act; This list is not all inclusive and may be supplemented as necessary).

- Mobility to get from one location in the office to another.
- Ability to reach and bend, and push/pull, lift or carry objects less than fifty pounds.
- Ability to sit and/or stand for long periods of time and walk up and down flights of stairs.
- Ability to perform manipulative skills such as writing, typing, using a keyboard and/or calculator with accuracy.
- Ability to work days, evenings, and midnights on monthly rotating shifts, as well as off shifts. Subjectable to order ins.
- Ability to see and read objects closely as in reading/proof reading narrative. Ability to read information, charts and/or diagrams and information from a computer monitor.
- Ability to hear normal sounds with background noise as in hearing using a telephone.
- Ability to distinguish verbal communication and communicate through speech.
- Ability to work in close proximity of another dispatcher.
- Ability to communicate effectively in oral and written form.
- Ability to concentrate on complicated details and complex issues with interruptions, pressure and changing priorities.
- Memory to perform multiple and diverse tasks over long periods of time and ability to remember information that has been read, studied or previously learned.
- Ability to use knowledge and reasoning to solve complex problems.
- Ability to distinguish between public and confidential information and handle appropriately.
- Ability to learn and apply new information, technology and legislation applicable to departmental activities.
- May be exposed to dust and typical electro-magnetic radiation from computer monitors.

KNOWLEDGE, SKILLS and ABILITIES:

- Knowledge in the use of multi-frequency radio system.
- Knowledge of police, fire and medical dispatch procedures.
- Knowledge of public safety communication equipment and procedures.
- Knowledge of Town of Wethersfield government, town departments, resources and areas of responsibility.
- Knowledge of the Incident Command System (ICS).
- Knowledge of town streets and landmarks.
- Knowledge of department response areas and procedures.
- Ability to work with little or no supervision
- Ability to quickly sift through large amounts of information, to identify the key risk factors, to establish priorities, and notify the appropriate personnel.
- Ability to deal with difficult or hostile situations and individuals via telephone, while diligently performing his/her duties relevant to the incident at hand.
- Ability to elicit information quickly and accurately, under pressure.
- Must be capable to operate in an unpredictable environment ranging from the most routine to life-threatening emergencies and the ability to manage both simultaneously.
- Ability to communicate effectively under stressful conditions.
- Ability to meet and deal with the public under stressful conditions.
- Possess the ability to be calm under pressure and deal effectively with simultaneous multiple aspects of emergencies.
- Ability to read maps and give directions.
- Ability to type and operate a multiple computer terminal with accuracy and speed.

Minimum Qualifications:

- The administrative skills would generally be acquired with a high school education or equivalent. Technical skills and knowledge would generally be acquired from prior communications experience or in on-the-job training.
- Experienced in the use of multi-frequency radio system, MS Word, MS Excel, email, and troubleshooting computer, printer, and office supply problems.

- Successful completion of state mandated training courses including Public Safety Telecommunicator, Enhanced 911 Telephone System and Emergency Medical Dispatch, COLLECT/NCIC Certification.
- CPR for the Professional and First Aid must be attained within one (1) year of hire and must maintain.

Preferred Qualifications:

Prior communications and dispatching experience.

The above job description is illustrative and not a complete itemization of all facets of any job.