

Job Description

Town of New Milford

EMD CERTIFIED - DISPATCHER UPSEU Grade 10

Police Department

Nature of Work:

Operates the communications equipment in receiving, transmitting and dispatching emergency service calls, business calls and other calls as required. Receives visitors at Police Department.

Supervision Received:

Works under the general supervision of the Senior Dispatcher and in this position's absence, the Director/Commander of the Support Services Bureau or the Chief of Police or the Chief's designee.

General Duties:

- Handles incoming and outgoing calls for police, fire, ambulance, town highway, etc.
- Keeps continuous radio communication with all police officers on the road.
- Handles incoming 9-1-1- calls, utilizing the Emergency Medical Dispatch protocol.
- Dispatches police, fire, and ambulance units to respond to routine and emergency situations.
- Dispatches for four fire departments and two ambulance corps.
- Records telephone and radio communication transmission.
- Maintains computer schedule for the police department.
- Contacts towing service for wreckers, and maintains tow log book.
- Provide pre-arrival medical instructions to callers, as needed, using EMD protocols.
- Contacts Fire Marshal upon fire department request and for any reported structure fire.
- Contacts specialty units (SCUBA, crash Reconstruction Team, Canine, and Detective Bureau) **as directed**.
- Enters calls into computer system.
- Prioritize calls and handle emergencies efficiently and effectively.

- Contacts Litchfield County Dispatch for paramedic response for ambulance calls.
- Coordinates request and response of Life Star services.
- Provides directions for responding units through map comprehension.
- Maintains prisoner and police log books.
- Monitors prisoners while in processing and cells.
- Performs state and federal records checks on individuals upon police officer request.
- Notifies the Bail Commissioner of persons in custody who are placed on a bond.
- Monitors prisoners for safety, arranges for prisoner meals, and provides coordination of response for medical necessities.
- Collects fees and issues receipts for Town parking tickets and pistol permits.
- Obtains information on individuals through use of NCIC/Collect terminals
- Dispatches police units throughout the Town of New Milford as required.
- Contacts utility companies for response to certain calls (downed wires, structure fires, etc.).
- Acts as receptionist for Police Department.
- Handles walk-in complaints and dispatches accordingly.
- Enters protective and restraining orders into in-house computer system.
- Assists with departmental filing.
- Enters warrants into the NCIC system.
- Performs monthly audits on warrants, protective and restraining order files for record accuracy.
- Manages incoming and outgoing dispatcher tapes in accordance with the State of Connecticut Public Records Administration retention schedule for Police Department Records.
- Maintains a working knowledge of console programming and generator failure procedures.
- Monitors in-house security camera and alarm panels.
- Reviews NCIC teletypes and notifies Supervisor and/or Officers of high priority messages.
- Verifies 9-1-1 data, and reports inaccuracies to proper agencies.
- Possess working knowledge of I-Call/I-Tac Statewide 800 MHz conventional radio system designated for multi-agency interoperability communications.
- Familiarization of Emergency Disaster Plans, including Town Flood Plan.

- Maintain working knowledge of Reverse 9-1-1 System. Used to notify residents of any emergency occurring in their area, which may pose a threat or hazardous condition.
- Enters and maintains computer rolodex and alarm sites in computer.
- Must be available to work overtime; including nights, weekends, and holidays as required.
- Familiarization of Departmental Directives and policies.
- Performs regular dispatch duties to fill vacancy caused by absence of regular dispatcher.

Minimum Qualifications - Knowledge, Skills and Abilities:

- Working knowledge of police, fire and ambulance operations and routine and emergency dispatching policies and procedures.
- Must possess knowledge of radio and communications equipment and regulations pertaining to its use.
- Ability to schedule, supervise and train subordinates in technical operations under routine and emergency conditions.
- Keyboarding skills desirable with some knowledge of computers.
- Knowledge of the geography of the Town, department regulations and town agency structure preferred.
- Must be able to supervise effectively and impartially the work of others.
- Ability to issue clear and concise oral and written instructions and to size up situations, think quickly and act decisively in emergencies.
- Ability to sit at a desk or stand and work continuously for extended periods of time while performing job functions for up to 16 hours day.

Minimum Qualifications - Education, Training and Experience:

- Considerable knowledge of operation of alarm system, COLLECT operations and police computer system.
- H.S. Diploma or equivalent with three years' police, fire and ambulance dispatching experience.
- Must be State of Connecticut telecommunication Certified, as well as COLLECT Certified.
- **Must be EMD certified with the Town of New Milford system and must successfully complete the 6 month probationary period. Failure to successfully complete probationary period is grounds for dismissal.**

(This agreement lists only those job duties necessary for job evaluation and does not include each and every job requirement)