

VALLEY SHORE EMERGENCY COMMUNICATIONS, INCORPORATED

State Police Troop F
315 Spencer Plains Road
P.O. Box 497
Westbrook, CT 06498

Communications Center: 860-399-7921
Administrative Office: 860-399-2435
Fax: 860-399-6456
Web: www.valleyshore911.org

POSITION DESCRIPTION

TELECOMMUNICATOR

GENERAL DESCRIPTION

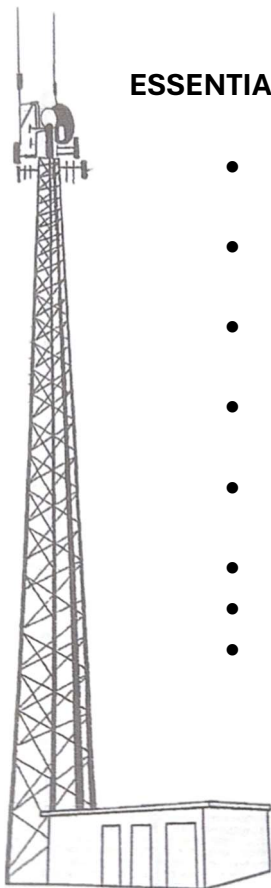
The 911 Telecommunicator is a critical member of the public safety team responsible for receiving, prioritizing, and dispatching emergency and non-emergency calls for fire and EMS services across 20 agencies within 12 municipalities. This position involves operating a state-of-the-art communications system to ensure efficient dispatch of appropriate resources and maintaining constant communication with first responders to ensure their safety and effectiveness.

The Telecommunicator also answers 911 emergency calls from the public, providing pre-arrival instructions when necessary and offering calm, professional guidance during critical situations. As part of a center that serves as the regional CMED (Coordinated Medical Emergency Direction), the Telecommunicator coordinates medical resource allocations, ensures clear and effective communication between EMS personnel and area hospitals, and assists in managing medical facility notifications and updates during emergencies.

This role requires quick decision-making, attention to detail, and the ability to thrive in a fast-paced, high-pressure environment while serving as the vital link between the public, first responders, and medical facilities.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Receive, prioritize, and process emergency and non-emergency calls from the public, first responders, and other agencies.
- Provide clear and accurate instructions to callers, including pre-arrival medical instructions when necessary.
- Monitor and dispatch appropriate resources for fire, EMS, and other public safety agencies within the 13-town service area.
- Maintain constant communication with field units, providing updates and ensuring responder safety.
- Accurately document call information, dispatch activities, and incident details in the computer-aided dispatch (CAD) system.
- Act as a liaison between agencies during multi-jurisdictional incidents.
- Notify and coordinate with mutual aid agencies as needed.
- Operate multi-line telephone systems, two-way radio systems, CAD software, and other specialized equipment.



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KNOWLEDGE, SKILL, AND ABILITY:

- Must demonstrate the ability to communicate in a clear, concise and effective manner when using telephone and radio equipment.
- Act with sensitivity toward individuals in highly emotional states/situations
- Follow written and oral instructions.
- Learn and function in strict accordance with the written emergency and non-emergency operating procedures.
- Excellent interpersonal skills.
- Ability to speak proper English and enunciate clearly.
- Ability to operate all related office, communications and computer equipment.
- Proficient with using computers including Microsoft Office and Windows based programs.
- Ability to maintain records.
- Ability to think and act quickly in emergency situations with judgment and discretion.
- Strong communication skills, both verbal and written.
- Ability to remain calm and focused under pressure in high-stress situations.
- Proficiency in multitasking, including listening, typing, and responding simultaneously.

QUALIFICATIONS:

- High school diploma or equivalent.
- Experience in emergency communications and/or public safety (preferred)
- Licensed as an Emergency Medical Service Provider (preferred)
- Ability to obtain the following certifications within one (1) year of hire:
 - APCO Emergency Medical Dispatch (EMD)
 - State of Connecticut Telecommunicator Certification
 - E911
 - NIMS: IS-100, IS-200, IS-700
- Complete the following pre-employment testing:
 - Background Check
 - Drug Screening
 - Physical Examination

