

03/15/2019

AN EQUAL OPPORTUNITY EMPLOYER

TOWN OF BERLIN, CONNECTICUT  
FULL-TIME DISPATCHER

**GENERAL STATEMENT OF DUTIES:** Acts as dispatcher for police, fire, ambulance services and general town departments; performs varied clerical duties; deals with the public and law enforcement officials; does related work as required.

**SUPERVISION RECEIVED:** Works under the direction of the shift commander who reviews work for effectiveness, soundness of judgment, and conformance with the law, orders, and department regulations.

**SUPERVISION EXERCISED:** None.

**SALARY RANGE:** As of 07/01/2018 a trainee salary starts at \$23.71 per hour. Top step rate of pay is \$29.94 per hour.

**SCHEDULE & HOURS:** Requires work on various shifts: Day (1<sup>st</sup>) 06:45 AM to 15:15 PM, Evening (2<sup>nd</sup>) 02:45 PM to 11:15 PM, & Night (3<sup>rd</sup>) 10:45 PM to 07:15 AM. Each workday consists of eight and one-half hours. In any calendar week, employees may work between thirty-four and forty-two and one-half hours on a regular assigned basis and will receive forty hours pay for the work week. Assignment to a shift is based on seniority and are bid on every four months. Employees bid on working the night (3<sup>rd</sup>) shift for a four-month period or rotating one month on the day shift (1<sup>st</sup>) and one month on evening shift (2<sup>nd</sup>) for a four-month period.

**EXAMPLE OF DUTIES:** Responsible for answering incoming phone calls and radio messages promptly and courteously and dispatching patrol units, members of the department, fire, ambulance, and municipal personnel and equipment to specific locations. Promptly and courteously answer all requests for service and other needs from citizens who communicate with the department by any means, or who visit police headquarters in need of assistance.

Responsible for maintaining all records and logs kept in the communications center, some of which include incident logs, radio log, teletype files and fire and ambulance logs. Responsible for accessing, entering, and maintaining information in the Connecticut On-Line Law Enforcement Communications Teleprocessing (COLLECT) system, such as warrants, missing persons, and stolen items. The dispatcher will also be responsible for preparing the daily transmittal of arrests to be taken to court, as well as any other duties as assigned by the Chief of Police or their designee.

The dispatcher shall make themselves thoroughly familiar with the Town of Berlin, including the routes of bus lines, location of streets, public buildings and places of interest, area hospitals, depots, prominent offices and other buildings, industrial plants, highways and the location of Town, County, State and Federal Officials and such other information pertaining to the government of Town and County and institutions thereof as will enable them to give intelligent and helpful information and assistance when required.

**MINIMUM QUALIFICATIONS:** Ability to speak, read and understand English clearly and correctly; ability to meet and deal with the public; ability to perform keyboard data entry on a computer; access information via computer keyboard; clerical aptitude and ability to keep records; ability to react quickly and calmly to emergency situations, ability to multitask and follow written and oral instructions. High School diploma or equivalent required. Proficient in second language preferred but not required. Minimum of 50 words per minute for data input typing is required. Must be able to and obtain and maintain COLLECT/NCIC certification.

**EXPERIENCE AND TRAINING:** Must possess excellent English language skills and must be able to read and write within acceptable limits as required by job performance. One year of experience in radio operation and procedures preferred, but not required.

**PHYSICAL REQUIREMENTS:** At the time of application, applicants must have reached their eighteenth birthday. Normal vision and hearing, corrected, are required. A physical, drug screen, psychological, & background examination are required.

**CITIZENSHIP AND CHARACTER:** Candidates must be citizens of the United States, of good moral character, with no record of dishonorable discharge from any police or fire department, or from the Armed Forces of the United States, and no record of conviction for repetitious motor vehicle violations or criminal convictions.

**HIRING PROCESS & STEPS:**

The Berlin Police Department is participating in the Connecticut Police Chief's (CPCA) hiring consortium. All candidates must successfully take and pass the CPCA Dispatcher's Exam prior to application. The exam is held periodically at different locations throughout the State of Connecticut. Upcoming tests: Wolcott, CT on 4/20/2019. Visit <https://www.policeapp.com/Police-Associations/CPCA-Consortium/> to register for the exam and deadline information.

1. Applicants must pass the CPCA Dispatcher written exam with a score of 70% to become eligible to submit an application.
2. Applications are submitted at [www.PoliceApp.com/Berlin](http://www.PoliceApp.com/Berlin)
3. Applicants are selected to participate in an oral interview panel and a typing test to demonstrate their ability to enter a minimum of 50 words per minute.
4. Chief's Interview.
5. Successful completion of a background investigation to include a psychological examination.
6. Medical examination and drug screen.

Applications will be accepted until Sunday April 26, 2019 at Midnight. This process can take between one and twelve months to complete. Applications are considered active for one year from date of submission.