

POSITION TITLE: Public Safety Dispatcher

Hours of Work: Rotating shift full time

Reports to: Chief of Police, Fire Chief, or his/her designee

Summary: The Public Safety Dispatcher/Telecommunicator is responsible for receiving and dispatching emergency and non-emergency calls from various systems and routing them to the appropriate department or individual(s). The Public Safety Dispatcher/Telecommunicator will be responsible to operate a radio console, telephone system, computer aided dispatch system (CAD), and multi-track recording system. The Public Safety Dispatcher/Telecommunicator(s) is/are responsible for gathering the necessary information for calls for service and dispatching necessary personnel to handle those calls based on departmental procedures for the appropriate department (police or fire). PS Dispatchers/Telecommunicators are responsible for processing requests by field personnel for assistance and facilitating the flow of information amongst administrative staff, supervisors, and other units in the field as well as other agencies both internal and external. These duties must be performed in a prompt and efficient manner often under stressful conditions.

Essential Duties and Responsibilities

Receives calls for service via 911 PSAP, administrative phone lines, etc, and then promptly and efficiently dispatches and/or transfers the calls to the proper agency or individual(s).

Adheres to established East Haven Police and East Haven Fire Department operating procedures for radio communications, PSAP call handling, and EMD protocols as directed to ensure rigid compliance with established guidelines. This compliance will include caller information gathering, triage of calls, proper distribution of calls and pertinent information to responders.

The position will require the ability to adapt to new technologies, willingly accept ongoing training and procedural modifications to stay current with changing technology and response challenges.

Maintain a positive behavior, attitude and a commitment to customers, visitors and co-workers realizing that the dispatchers' actions are a crucial safety component to both the public and the town's first responders.

Performs various work-related duties as assigned while upholding professional standards in a paramilitary environment.

Minimum Qualifications:

Candidate must possess High School diploma or GED. Successfully pass background investigation and fingerprinting conducted by the East Haven Police Department. Successful candidate must pass a physical exam including a drug screening test as well as have the ability to distinguish and identify different colors and pass a hearing test. Good computer skills with the ability to learn new computer updates and systems as they are implemented. Must be able to obtain and maintain State of Connecticut Telecommunication Certification. Must become trained and maintain current certification in Emergency Medical Dispatch (EMD). Must have effective oral, written and interpersonal skills demonstrated and tested before the time of hiring. Ability to work in a high stress environment, remain calm in that environment and concentrate on details in that environment with distractions. Ability to remain at a work station for long periods of time, sometimes without relief. Candidate must expect to report to work during periods of bad weather and natural disasters and be available as needed.

Additional Preferred Qualifications:

Ability to speak and understand Spanish

Demonstrated knowledge of local geography

Emergency Medical Technician

Previous dispatch/police/fire experience

Previous NCIC/Collect/911 experience