

City of Middletown, Connecticut Position Description

Title: Civilian Dispatcher
Department: Central Communications
Date: Revised February 2006 **Grade 8**

Purpose of Position

The purpose of this position is to receive routine and emergency calls, assess resources needed to mediate emergencies and dispatch proper emergency response agencies. The work is performed under the direction of the Chief Communications Officer.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Receives routine and emergency calls; determines and initiates proper response based on procedures to emergency situations including hazards, criminal activity, injuries, accidents, fires, etc.; dispatches police and fire personnel to respond to emergency situations.
- Tracks and coordinates all activities of police officers and Fire Department.
- Provides information to response personnel; checks NCIC files on parties contacted by police officers; confirms warrants, stolen cars, license plates and other property. Provides street directions as needed. Contacts local, state and federal agencies at the request of police and fire personnel.
- Receive emergency medical calls and dispatch based upon established protocols.
- Provides callers with instructions to ensure their safety during emergencies; attempts to separate domestic violence victims prior to arrival of police.
- Dispatches mutual aid and other agencies in response to requests by police and fire personnel.
- Monitors in-house alarm systems; monitors security cameras in-house and at the Police Department; monitors cell cameras. Monitors all radio transmissions.
- Establishes case numbers and records the chronology of all police and fire calls. Logs in all addresses and times of fires.
- Monitors and relays all information relayed by the National Weather Service.
- Monitors and reacts appropriately to State of Connecticut, Department of Homeland Security communications.

- Transfers non-emergency calls to proper personnel/agency. Contacts Public Works and the Water Department employees for after-hours services. Dispatches animal control officers.
- Coordinates multiple agency response to large-scale emergencies; calls in extra manpower to fill vacant stations and positions.
- Enters data regarding cases into the computer system.
- Performs other related functions as assigned or required.

Minimum Training and Experience Required to Perform Essential Job Functions

High school diploma or equivalent with vocational/technical training in Emergency Telecommunications or a related field with one year of dispatch experience or any combination of education and experience that provides equivalent knowledge, skills and abilities. Position requires Emergency Telecommunication, NCIC/Collect and 911 certifications. Ability to obtain Emergency Medical, Police and Fire Dispatch Certifications. A candidate will be required if employed by the City of Middletown to maintain all certifications as set by renewal standards for the duration of employment. Position requires a valid Connecticut Driver's License.

Physical and Mental Abilities Required to Perform Essential Job Functions

Language Ability and Interpersonal Communication

- Requires the ability to perform mid level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and diagnose. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.
- Requires the ability to persuade, convince, influence, train and monitor, in favor of a desired outcome. Requires the ability to act as a lead person.
- Requires the ability to utilize a variety of reference, descriptive and/or advisory data and information such as vehicle registration reports, license files, weather alerts, NCIC files, logs, police assignments, phone directories, procedures, guidelines and non-routine correspondence.
- Requires the ability to communicate orally and in writing with the Chief Communications Officer, police and fire personnel, other City departments, businesses, ambulance companies, Department of Transportation, electric utilities, outside agencies and the public.

Mathematical Ability

- Requires the ability to perform addition, subtraction, multiplication and division; and to calculate percentages and decimals.

Physical Requirements

- Requires the ability to operate, calibrate, tune and synchronize, and perform complex rapid adjustment on equipment, machinery and tools such as Police CAD system, 911 computer, NCIC system, alarm panels, surveillance systems, radios, and/or related materials used in performing essential functions.
- Ability to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use.
- Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and pulling of objects weighing five to ten pounds.
- Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials and tasks.

Environmental Adaptability

- Ability to work under safe and comfortable conditions where exposure to environmental factors is minimal and poses a very limited risk of injury.

The City of Middletown is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Status: PASSED
by Common Council, City of Middletown
at its meeting held on: APRIL 3, 2006