

## TOWN OF WILTON

### Position Description

Date: July 1, 2001

Revision Date: February 26, 2007

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**POSITION TITLE:** Wilton Emergency Services Dispatcher – Full Time

**UNION:** Local 1303-160

**DEPARTMENT:** Police

**REPORTS TO:** Administrative Captain

**SUPERVISION EXERCISED:** None

**SUMMARY DESCRIPTION OF DUTIES:** Dispatches, receives, and transmits radio and telephone messages concerning the need for police, fire, and ambulance personnel at emergency and non-emergency situations throughout the Town of Wilton. Performs accurate and efficient receipt, routing, and dispatching of such messages via two-way radio from the Communications Center and assists mobile units to communicate with each other. Messages may include expeditiously directing dispatched personnel to specific locations making it essential that the dispatcher have the ability to apply standard procedures and methods in the receiving and dispatching of messages and personnel under normal, emergency, and non-emergency circumstances with speed and accuracy.

**JOB LOCATION AND EQUIPMENT USED:** Work occurs primarily in an office environment and requires the ability to sit at a desk or stand at an assigned location and work continuously for an extended period of time and to carry supplies and equipment which may exceed 25 pounds; must have sufficient manual dexterity and visual and aural skills to operate dispatching equipment; must be able to monitor various pieces of equipment and execute a number of different tasks at one time; and must be able to move physically from one work area of the Wilton Police Department to another. Must be able to operate the Wilton Police Department's radio, telephone, computer, copy machine, fax machine, automated data system, and video monitoring and recording equipment.

#### **ESSENTIAL FUNCTIONS:**

- Receive and record written and voice messages by telephone, radio, computer, etc.;
- Transmit messages and department information by radio, telephone, computer terminal, and facsimile, primarily for the purpose of dispatching, police, fire, and ambulance personnel to emergency and non-emergency situations;

- When dispatching, provide the exact name, address, or location of situation requiring service;
- Operate the Wilton Police Department's computer aided dispatch system through data entry of required information and maintain records of assigned units, including time, location, availability and type of equipment dispatched;
- Relay descriptions and other information concerning various types of investigations, such as missing or lost persons and stolen vehicles to field units;
- Monitor the safety of officers and prisoners in the building via video and audio transmissions from the cellblock and booking areas;
- Monitor video surveillance transmissions from the interior and exterior of building;
- Work alone or with other dispatchers and police officers to perform required essential functions;
- Work varying shifts, including nights, weekends, and holidays;
- Perform clerical, computer entry, and statistical analysis work;
- Perform minor mechanical repairs to sophisticated communications and computer equipment;
- Perform related work as required or directed by supervisory personnel.

**REQUIRED KNOWLEDGE, ABILITIES, AND SKILLS:**

- Knowledge of the geography of the Town of Wilton, including the location of streets, buildings, medical facilities, points of interest, etc. so that precise directions can be given and emergency response achieved in an efficient manner;
- Knowledge of the operation of radio receiving and transmitting equipment;
- Skill in the operation of communications equipment;
- Knowledge of the Wilton Police Department's radio codes and standard operating procedures;
- Ability to understand and execute oral and written instructions;

- Ability to be courteous but firm with Wilton residents and the general public;
- Ability to react quickly and calmly under stressful emergency conditions;
- Ability to speak clearly in a well-modulated voice and to use good diction;
- Ability to learn departmental functions, practices, rules, and regulations pertaining to the Wilton Police Department;
- Ability to keep records and maintain files;
- Ability to operate the Wilton Police Department's records management system; and
- Ability to develop and maintain effective, cooperative, and courteous relationships with other staff, local officials, other Town agencies, and the general public.

**MINIMUM REQUIREMENTS:**

- High school diploma or GED;
- Minimum of 18 years of age;
- U.S. Citizen;
- Experience in meeting and dealing with a diverse population under a variety of circumstances; and
- Must successfully complete the State of Connecticut approved telecommunications school, EMD training, COLLECT training, and maintain COLLECT certification as soon as practical.

**SPECIAL CONDITIONS:**

- Successful passage of a pre-employment physical, including tests for drugs and alcohol, may be required as a condition of employment with the Town of Wilton;
- After an offer but prior to actual commencement of employment, the applicant must successfully complete the following:
  - A physical examination conducted by a physician selected by the Town and at the Town's expense;
  - A pre-employment controlled substances and alcohol test;

- A psychological evaluation conducted by a professional selected by the Town and at the Town's expense; and
- A background investigation, including but not limited to, a motor vehicle check, a criminal history check, and education , certification, and employment verification; and
- The employee shall not constitute a threat to his/her own health or safety or that of others in the workplace.