

**TOWN OF GLASTONBURY  
JOB DESCRIPTION**

**TITLE:** Public Safety Dispatcher  
**DEPARTMENT:** Police Department  
**REPORTS TO:** Police Communications Supervisor

**GENERAL DESCRIPTION:**

Performs emergency service dispatch and communications processing work. Responsible for reviewing interpreting and relaying requests for police, fire and emergency medical services and for the operation of a public safety console, including computer-aided dispatch system. Works rotating shifts, weekends and holidays.

**ESSENTIAL DUTIES:**

1. Receives requests for police, fire and emergency medical services from the public or other agencies; obtains relevant information; classifies and assigns priorities to requests for service.
2. Provides pre-arrival medical instructions to the public and prioritizes these calls to enable EMS services to give the most timely and effective care.
3. Enters, retrieves and updates information from a variety of computer systems. Dispatches appropriate public safety agencies and refers non-public safety matters to appropriate agencies.
4. Maintains information for public safety units indicating status, location, times and codes. Dispatches assistance and support when requested or when necessary.
5. Receives and processes field requests for motor vehicle, warrant, criminal record and other checks; makes stolen vehicle and other entries in computer files as necessary. Sends and receives teletype messages; maintains a variety of records and files.
6. Maintains confidentiality of medical and criminal records and information.
7. Regularly attends and is punctual for work.

**OTHER DUTIES:**

1. Performs other related duties as required.

**CONFIDENTIALITY:**

- Maintains confidentiality of records and information as appropriate

**CONDUCT:**

- Observes safe work practices
- Represents the Town in a professional and courteous manner at all times

**DEPENDABILITY:**

- Regularly attends and is punctual for work
- Required to work rotating shift schedules

## **QUALIFICATIONS PROFILE:**

- Basic knowledge and understanding of police, fire and emergency services operations
- Ability to learn communications procedures and policies, relevant laws and statutes and learn basic geography in detail
- Ability to relate positively with others, under stressful conditions, using tact and diplomacy
- Ability to obtain information from persons, under adverse conditions (e.g., language barriers, speech impediments, intoxication, excitement, hysteria)
- Ability to analyze and prioritize requests for service based upon established guidelines and use sound situational judgment
- Ability to operate communications equipment, including computer systems
- Ability to obtain the following certifications within one (1) year of hire: Emergency Medical Dispatch, COLLECT/National Crime Information Center, State of Connecticut Telecommunicator Certification, E911, and other state-required, as applicable; ability to maintain these certifications

## **PHYSICAL/MENTAL REQUIREMENTS:**

- Ability to push/pull/lift objects of less than twenty (20) pounds and sit for prolonged periods. Ability to perform repeated manipulative skills which require hand-eye coordination such as keyboarding skills.
- Ability to see objects closely, as in typing, reading a report, using a computer, monitoring video display screens. Must be able to hear normal sounds with background noise, distinguish voice patterns and communicate with speech as in using telephone and two-way radio communications
- Ability to concentrate on fine detail with frequent interruptions, attend to a task for more than sixty (60) minutes at a time, and remember multiple assignments given to self or others over long periods of time.
- Ability to understand and relate to the theories behind several concepts

## **MINIMUM TRAINING AND EXPERIENCE:**

- High School diploma or equivalent
- Previous work experience involving public contact

## **LICENSE OR CERTIFICATION:**

- None at hire. Must obtain Emergency Medical Dispatch Certification, Connecticut On-Line Law Enforcement Telecommunications System/National Crime Information Center Certification, and State of Connecticut Telecommunicator Certification within one (1) year of hire and maintain same

NOTE: The above description is illustrative of tasks and responsibilities. It is not meant to be all inclusive of every task and responsibility.