

Don't love what you're doing for a job right now?

Looking for a career?

Join us in the exciting field and fast paced action of 911 Telecommunications.

Every day is a new and different day in Emergency Communications.

It's not just a job. It's a fulfilling career.

### Hiring process:

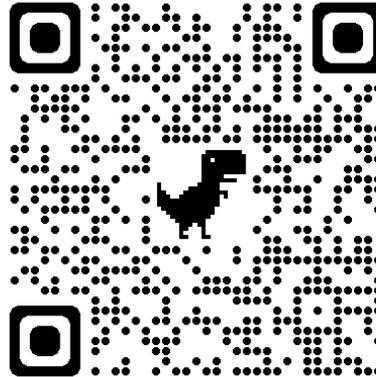
Complete the online application  
Applications reviewed for qualifications

Written test  
Initial interview  
Dispatch observation  
Second interview  
Background investigation  
Psychological screening  
Medical/Hearing exam  
Welcome aboard!

### STATISTICS 2020:

911 Calls – 22962  
Routine Calls – 123246  
Total dispatched calls - 69034

WANT MORE INFO?  
SCAN OUR QR CODE



**Manchester Police Department  
Communications Division  
239 Middle Tpk East  
Manchester CT 06040  
860-645-5500**

*The Town of Manchester shall not discriminate on the basis of race, color, creed, age, sex, national origin, physical disability or sexual orientation. The Human Resources Department provides reasonable accommodation to persons with disabilities in accordance with the Americans with Disabilities Act (ADA). If you need an accommodation in the application or testing process, please contact the Human Resources Department. The Manchester Police Department is an equal opportunity employer that seeks a diverse group of qualified individuals willing to embrace our mission.*

**MANCHESTER 911 IS HIRING  
TELECOMMUNICATORS!**



**DO YOU WANT A  
CAREER THAT WILL  
MAKE A  
DIFFERENCE?**

**SAVE A LIFE OR  
CHANGE A LIFE?**

**WITHOUT EVER  
LEAVING THE  
BUILDING!**

## WHAT WE DO IN OUR 911 CENTER

Call taking: We are the 1<sup>st</sup> First Responder on any call. We receive calls from the public, both emergency and non-emergency and determine needs.

Dispatching: We coordinate and dispatch police, fire, and EMS services. We send services and provide updates for responders.

We are the voice of calm during chaos.  
We are the ears of the officers, firefighters, paramedics and EMT's before and after they arrive at a scene.

We are the Thin Gold Line



## Are you Qualified?

Are you at least 18 years old

Do you have a high school diploma or an equivalent (GED)

Do you have 1 year of experience in a customer service position or operating communication or switchboard equipment

No Felony convictions

The ability to work nights, days, weekends, and holidays

Multi-tasking ability

Calm demeanor and the ability to handle high stress situations

A desire to help your community

The ability to work in a team environment

## Training:

New-hire training program consists of classroom and on the job training.

Your training will include:

Computer Aided Dispatching Software  
911 Telecommunicator Training  
Emergency Medical Dispatch Certification  
COLLECT (State Police) Certification  
CT Telecommunicator Certification  
Continuing Education Courses

## BENEFITS AND COMPENSATION

Salary Range: \$58689-\$70762

Yearly EMD stipend \$1500

14 Paid Holidays

Medical: PPO or HDHSP

Dental Insurance

Prescription Plan co-pays as low as \$5

Life insurance

Annual Leave

Sick leave

Tuition assistance

Overtime

401k with 6% match from town

457 Deferred Comp available

Deferred Compensation Plan

