

TOWN OF WATERFORD

The following position is presently open in the Town of Waterford:

PUBLIC SAFETY DISPATCHER I

Wage Range: \$25.80/hr - \$34.57/hour
Starting Rate Commensurate with Experience
Full Time, Excellent Benefits
Open until Filled

EMERGENCY MANAGEMENT DIRECTOR
SUPERVISOR

PS-4
CLASSIFICATION

EMERGENCY MANAGEMENT DIRECTOR
REVIEW AUTHORITY

EMERGENCY MANAGEMENT
DEPARTMENT

A. PURPOSE OF POSITION:

The Waterford Emergency Communications Center (WECC) is the primary PSAP (Public Safety Answering Point) for the State of CT 9-1-1 system. The Public Safety Dispatcher I (PS1) is responsible for receiving and prioritizing emergency and non-emergency telephone calls from the public with an emphasis on Police, Fire, Ambulance and Emergency Management. Work involves evaluating incoming calls to determine appropriate level of emergency services required, dispatching units and transmitting information and messages upon request according to established procedures. This is a specialized position performing multi-channel emergency radio and communications work. This position monitors public safety units in the field with a strong emphasis on responder and scene safety, retrieves and enters computer data, operates a state criminal and motor vehicle computer and other related communication equipment.

B. SUPERVISION RECEIVED:

The PS1 works under the supervision of the Emergency Management Director who may delegate day-to-day supervision to a Police Lieutenant or Police Sergeant. The PS1 receives instruction and guidance through policy manuals, procedure books and written directives for routine matters. (Receives verbal instructions from Fire Company Officers, shift Lieutenant and the shift Sergeant for unusual matters not covered above).

C. SUPERVISION EXERCISED:

None.

D. EXAMPLES OF ESSENTIAL DUTIES:

1. Interacts with callers requesting emergency/non-emergency response or service from the community or public safety agencies. Uses established protocols and a computer-aided dispatch system to evaluate the situation and take appropriate actions. Retrieves information from callers and transmits information to emergency service personnel.
2. Follows prescribed protocols to provide emergency medical instruction and or pre-arrival instruction to callers during high risk situations until appropriate field units arrive on scene.

3. Monitors and maintains the location and status of field units. Continuously monitors several radio channels simultaneously.
4. Operates various automated and/or communications equipment including computer-assisted dispatch terminal; enters and retrieves data. Monitors and operates the COLLECT/NCIC system. Monitors prisoners and other secure areas by video equipment as needed. Monitors burglar/fire alarms for town buildings via computer.
5. Maintains a positive customer service attitude at all times with the public, user agency members, co-workers and supervisors.
6. Contributes to the mission, vision and values of the Communications Center.
7. Inspects equipment at beginning of each shift to ensure proper operation; reports malfunctions or problems
8. Must be available to work a rotating schedule to include holidays and weekends. May be required to remain on duty after shift-end and respond to emergency situations at any time.

**The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

E. MINIMUM QUALIFICATIONS (Knowledge, Skill & Ability):

Knowledge

Strong knowledge of principals, practices and techniques of emergency dispatch. Must be familiar with computer-aided dispatch systems with technical knowledge of two-way radio systems and have working knowledge of FCC rules and regulations governing radio usage.

Skills and Abilities

Strong communication skills with the ability to express ideas clearly and concisely in written and verbal formats. Demonstrated interpersonal skills in order to establish and maintain effective working relationships with co-workers, citizens, community contacts, members of other agencies and the general public. Ability to deal with sensitive information in a discreet and professional manner while maintaining confidentiality. Ability to multi-task efficiently in a fast-paced, stressful environment. Ability to operate radio, telephone and computer systems under routine, emergency and high stress conditions, in a confined work area for long periods of time and exercise judgment. Ability to work 24-hour shift work, overtime and holidays as needed. Must type a minimum of 40 wpm. Must successfully complete WECC dispatch training program within allotted timeframe.

F. EDUCATION & TRAINING:

High school diploma or equivalent required. Post-high school education at a technical or college level is helpful. Must be CPR certified or able to obtain such certification within six (6) months. Must be able to pass formalized training in the use and operation of emergency service equipment and 9-1-1 telephone systems. Employee must maintain all required state and local certifications. Must possess and maintain a valid Connecticut Driver's License. New employees have one year from date of hire to obtain the State of CT Telecommunicator Certification.


G. PHYSICAL DEMANDS/WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties and responsibilities of this job, the employee is regularly required to talk and hear. The employee is frequently required to stand, sit, kneel, walk, bend at the waist and knees, reach and stretch from the waist and shoulders and finger, handle and feel. Specific vision abilities required include close vision, distance vision, focus adjustment and the identifying of different colors. The employee may at times be required to lift up to 50 lbs. The employee will be asked to operate normal

office equipment inclusive of computer hardware. Must be able to maintain physical condition appropriate to assigned duties/responsibilities which involve sitting for extended periods of time and operating assigned equipment (computer, radios and other communications equipment). This includes audio-visual discrimination and perception including ability to distinguish colors; hand and finger dexterity; ability to communicate clearly; ability to read and write. Work is performed in office environment with artificial lighting; noise levels that may cause distractions; limited opportunity for physical movement. Must be able to remain alert and responsive under low lighting and extremely demanding conditions, while wearing a headset and observing computer display screen for long, uninterrupted periods of time, with infrequent breaks. Ability to wear a headset for long periods of time.


Christine Walters, Director of Human Resources


Date

cc:	Town Hall Bulletin Board	Senior Services	Youth & Family Services
	First Selectman	Utility Commission	Finance Department
	Town Clerk	Bureau of Fire Services	Planning & Development
	Tax Collector	Library	Recreation & Parks
	Assessor	Public Works Department	Police Department

Chad Adams, President, Local 1303-037
Thomas Martin, President, Firefighters Local 4629
Dani Gorman, President, General Government Administrators
Ryan Spearrin, President, Police Union (UPSEU/COPS)
Shawn Finnigan, President, Public Safety Dispatchers (UPSEU)