

## Middletown, CT Job Description

<b>Classification Title</b>	Civilian Dispatcher
<b>Job Code</b>	
<b>Department</b>	Central Communications
<b>Union Group</b>	AFSCME 466
<b>FLSA Status</b>	
<b>Pay Grade</b>	

### PURPOSE OF POSITION

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

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.*

- Receives routine and emergency calls. Determines and initiates proper response based on procedures to emergency situations, which -includes 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. Works with National Crime Information Center. Enters and queries stolen vehicles, registration and license information, missing and/or wanted persons and stolen property. Sends out nationwide police information.~~
- ~~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. Tracks and documents city personnel that enter confined spaces.~~
- 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. Establishes contact with parking department personnel after hours to address issues with pay machines and parking gates.~~

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- ~~Dispatches mutual aid and other agencies in response to requests by police and fire personnel. Monitors fire and burglary alarms for various buildings. Dispatch police or fire to the alarm. Establishes contact with key holder.~~
- ~~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.
- Perform other related duties as assigned.

### **MINIMUM JOB QUALIFICATIONS**

#### **Education and Experience**

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.

Appropriate education substitutions can be made.

#### **Other**

- Ability to obtain Emergency Medical, Police and Fire Dispatch Certifications. Position requires a valid Connecticut Driver's License.

### **PREFERRED QUALIFICATIONS**

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None

### **KNOWLEDGE, SKILLS, and ABILITIES**

- ~~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.~~ Knowledge of emergency medical services
- ~~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.~~ Ability to transcribe police information into database
- ~~Requires the a~~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.~~ Knowledge of various codes and abbreviations used by state and federal database systems
- ~~Requires the ability to perform addition, subtraction, multiplication and division; and to calculate percentages and decimals.~~ Knowledge of confined space entry policies and procedures
- Ability to Relate to and interact with a non-traditional and diverse student and employee population
- Ability to Work independently
- Ability to Balance competing requirements and needs of client organizations
- Ability to Apply listening and interview skills, work under pressure, address conflict, solve problems, and make sound split-second judgments
- Ability to Read, analyze, and interpret standards, policies, procedures, and regulations
- Ability to Develop and write reports, policies, and correspondence
- Ability to Handle common inquiries or complaints

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- ~~Ability to A~~pply concepts such as fractions, percentages, ratios, and proportions to practical situations
- ~~Ability to D~~efine problems, collect data, establish facts, and draw valid conclusions
- ~~Ability to E~~xercise good judgment and focus on detail as required by the job
- ~~Ability to O~~perate standard office equipment, such as computer keyboards and monitors, copiers, scanners, and telephone
- ~~Ability to U~~se (or learn to use) computer software and systems applicable to the position
- ~~Ability to F~~ollow oral and written instructions and procedures
- ~~Ability to C~~ollect, organize, and interpret data and prepare accurate records
- ~~Ability to C~~ompare data from a variety of sources for accuracy and completeness
- ~~Ability to O~~rganize large volumes of detailed data and information
- ~~Ability to V~~erify and maintain accuracy of detailed data and information, detect data errors
- ~~Ability to M~~meet schedules and deadlines of the work unit
- ~~Ability to C~~ommunicate in English effectively orally and in writing
- ~~Ability to M~~aintain well-organized materials, files, systems and tools
- ~~Ability to A~~adapt to changes in work situations and priorities
- ~~Ability to R~~reason/analyze; use logic to identify and resolve problems
- ~~Ability to E~~stablish and maintain constructive and cooperative interpersonal relationships with staff, peers, supervisors, or managers in the work unit and other departments, as well as with staff of outside entities and other individuals, as applicable to the essential duties and responsibilities
- ~~Ability to S~~atisfy the needs of internal and external customers accurately and promptly, treating customers with fairness and respect.

### 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.~~

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- ~~• 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.~~

Exerting up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.

### **WORKING CONDITIONS**

*The working conditions described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

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

Position requires stooping, kneeling, crouching and reaching.

*The City of Middletown, CT 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.*

<b>Date created:</b>	02/27/15
<b>Dates revised</b>	

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