

Middletown, CT Job Description

Classification Title	Civilian Dispatcher Trainee
Job Code	
Department	Central Communications
Union Group	N/A
FLSA Status	
Pay Grade	

PURPOSE OF POSITION

The purpose of this position is to receive on the job training to process routine and emergency calls, ~~assess resources needed to mediate emergencies~~ and dispatch proper emergency response agencies. The work is performed under the direct ~~supervision 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 ~~on the job training to process~~ routine and emergency calls; ~~D~~etermines and initiates proper response based on procedures to emergency situations including hazards, criminal activity, injuries, accidents, fires, etc.; ~~d~~ispatches police and fire personnel to respond to emergency situations.
- ~~Tracks and coordinates all activities of police officers and Fire Department. Makes notifications for major incident and hiring purposes.~~
- ~~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. Uses NCIC to obtain DMV records for vehicles and persons. Checks for and enters warrants and stolen items into database.~~
- Receives training to manage 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. Contacts various departments for calls out, which includes city yard, parking, emergency management and water department.~~
- ~~Dispatches mutual aid and other agencies in response to requests by police and fire personnel.~~

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- ~~• 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 ~~and a background in Public Safety, with one year of dispatch experience along with one year of experience in public safety, emergency services or closely related field.~~

~~Appropriate education substitutions can be made.~~

Other

- ~~• Candidates must obtain Police and Fire Dispatch Certifications within one year of appointment. Position requires a valid Connecticut Driver's License.~~

PREFERRED QUALIFICATIONS

Emergency Telecommunicator experience and Collect/NCIC and National Academy Emergency Medical Dispatch Certifications.

KNOWLEDGE, SKILLS, and ABILITIES

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- ~~Requires the ability to perform~~ ~~mid-level~~ 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.
- ~~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.~~ Knowledge of local area geography
- ~~Requires the 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.~~
- ~~Requires the ability to perform addition, subtraction, multiplication and division; and to calculate percentages and decimals.~~
- 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 Handle common inquiries or complaints
- Ability to Effectively present information and respond to questions from students, faculty, staff, and visitors
- Ability to Apply concepts such as fractions, percentages, ratios, and proportions to practical situations
- Ability to Define problems, collect data, establish facts, and draw valid conclusions

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- ~~Ability to E~~exercise good judgment and focus on detail as required by the job
- ~~Ability to O~~operate standard office equipment, such as computer keyboards and monitors, copiers, scanners, and telephone
- ~~Ability to u~~Use (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 M~~meet schedules and deadlines of the work unit
- ~~Ability to C~~ommunicate in English effectively orally and in writing
- ~~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~~valuate, organize, and summarize data and information
- ~~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~~satisfy 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.~~
- ~~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.~~

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~~• 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 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

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 talking, hearing, seeing, grasping, standing, walking and repetitive motions.

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.

Date created:	02/28/15
Dates revised	