

Middletown, CT Job Description

Classification Title	Civilian Dispatcher Trainer
Job Code	
Department	Central Communications
Union Group	AFSCME 466
FLSA Status	
Pay Grade	

PURPOSE OF POSITION

~~The purpose of this position is to receive routine and emergency calls for Police, Fire and EMS. Dispatches Police and Fire Departments. Provides training for new and current employees. Position is primarily responsible for basic dispatching duties requiring receipt of routine and emergency calls, assessing resources needed to mediate emergencies and dispatch proper response. In addition, an employee in this classification assists and performs training and quality assurance as needed. The work is performed under the direction of the Director of Central Communications.~~

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. Dispatches police and fire personnel to respond to emergency situations using proper protocols. Provides post-dispatch and pre-arrival instructions for callers to ensure safety during emergencies. Tracks and coordinates activities of police officers and their back-up units. Maintains logs on in-service and out-of-service vehicles.~~
- ~~Provides information and assistance to emergency response personnel. Receives and transmits radio messages. Relays information and orders of commanding officer to units in the field. Responds to questions from employees regarding proper handling of calls and utilizing of NCIC/Collect and CAD system.~~
- ~~Checks NCIC files as requested. Confirms warrants, stolen cars, license plates and other property. Provides street direction as needed.~~
- ~~Contacts local, state and federal agencies at the request of police and fire. Transfers medical calls to appropriate agency. Operates TDD System. Tracks and logs private property tows and confined space entries.~~
- ~~Monitors alarm system and cameras to ensure safety. Monitors all radio transmissions. Monitors and relays all information relayed by national Weather service. Receives and processes alarms for Water and Sewer departments' infrastructure in Middletown and Portland. Monitors fire alarm systems.~~

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- ~~Establishes case numbers and records the chronology of all police and fire calls. Enters data into the computer system. Conducts quality assurance on calls.~~
- ~~Dispatches mutual aid. Transfers non-emergency calls to proper agencies. Contacts City Departments for after-hours service. Dispatches animal control officers. Makes notifications when inclement weather is predicted.~~
- ~~Coordinates multiple agency response to large-scale emergencies. Notifies fire departments when fire hydrants are placed in or out of service.~~
- ~~Trains new employees. Prepares and signs weekly performance evaluations. Provides continuing dispatch and remedial training for current employees. or assists in training of new employees in all aspects of dispatching duties. Reports employee training progress as directed.~~
- ~~Performs or assists in training of current employees to meet minimum standards of a Dispatcher, as directed. hiring/platoon call back for fire departments as needed.~~
- Perform other related duties as assigned.

MINIMUM JOB QUALIFICATIONS

Education and Experience

High school diploma or equivalent and at least ten years of dispatch experience with Police, Fire and EMS, with vocational/technical training in emergency telecommunications or a related field supplemented by three years of emergency dispatch experience; or an equivalent combination of education, training and experience.

~~Appropriate education substitutions can be made.~~

Other

- ~~Valid Connecticut Driver's License required. Valid Emergency Telecommunication, NCIC/Collect and 911 certifications required. Ability to obtain within six (6) months from date of hire all necessary dispatch quality control certifications. EMT-B Certification.~~

PREFERRED QUALIFICATIONS

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Five years of experience with dispatch training responsibilities and Certification as an EMD-Q, EFD-Q and EPD-Q with IAED.

KNOWLEDGE, SKILLS, and ABILITIES

- ~~Requires the a~~Ability to analyze classify data and information, including the ability to review, categorizes, prioritize and/or reference data, people or things, and to group, rank or investigate. Requires discretion in referencing data analysis to the criteria, standards or requirements of a discipline or technique to determine interactive effects and relationships.
- Requires the ability to provide formal training to others in specific fields typically involving preparing and/or modifying teaching materials and methods. ~~Requires the a~~Ability to provide guidance, assistance and/or interpretation to others.
- ~~Requires the ability to utilize a wide variety of reference and descriptive data and information.~~Knowledge of Criminal Justice Systems
- ~~Requires the a~~Ability to understand, interpret and apply instructions furnished in written, oral, diagram or schedule form. Involves diversified work requiring independent judgment to adapt or modify methods and standards to meet variations in assigned objectives.
- ~~Requires the ability to communicate orally and in writing with the Chief Communications Officer; public safety individuals, other City Departments, state and federal agencies, the public and other employees.~~Knowledge of Computer Aided Dispatch Operation, Priority Dispatch Systems and Protocols and department policies and procedures
- ~~Requires the a~~Ability to perform addition, subtraction, multiplication and division and to calculate percentages and decimals.
- Ability to supervise and evaluate employees
- Ability to Prioritize and assign work
- Knowledge in ~~T~~raining, orienting, and managinge personnel
- 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

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- 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 Define problems, collect data, establish facts, and draw valid conclusions
- Ability to Exercise good judgment and focus on detail as required by the job
- Ability to Operate standard office equipment, such as computer keyboards and monitors, copiers, scanners, and telephone
- Ability to Use (or learn to use) computer software and systems applicable to the position
- Ability to Follow oral and written instructions and procedures
- Ability to Collect, organize, and interpret data and prepare accurate records
- Compare data from a variety of sources for accuracy and completeness
- Ability to Organize large volumes of detailed data and information
- Ability to Verify and maintain accuracy of detailed data and information, detect data errors
- Ability to Meet schedules and deadlines of the work unit
- Ability to Communicate in English effectively orally and in writing
- Ability to Maintain well-organized materials, files, systems and tools
- Ability to Aadapt to changes in work situations and priorities
- Ability to Reason/analyze; use logic to identify and resolve problems
- Ability to Evaluate, organize, and summarize data and information
- Ability to Establish 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 Satisfy the needs of internal and external customers accurately and promptly, treating customers with fairness and respect.

PHYSICAL REQUIREMENTS

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~~• Requires the ability to operate, calibrate, tune and synchronize, and perform complex rapid adjustment on equipment, machinery and tools such as computers and or related materials used in performing essential functions.~~

~~• Ability to coordinate eyes, hands, feet and limbs in performing skilled movements.~~

~~• Tasks requires light physical effort in sedentary to light work, involving some lifting, carrying, pushing or pulling of light objects and materials.~~

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 conditions where exposure to environmental factors poses a limited risk of minor injury or illness.~~

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	

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