

Middletown, CT Job Description

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

PURPOSE OF POSITION

~~Under general supervision, t~~The purpose of the position is to function as lead worker for Civilian Dispatchers during assigned shift. ~~Position is also responsible for r~~Receiving routine and emergency calls and dispatches proper response agencies. Provides emergency services for the City of Middletown and town of Portland.~~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.

- Functions as lead worker for Civilian Dispatchers during assigned shift. Ensures all dispatchers rotate duty assignments. Responds to questions from other dispatchers. Ensures all pertinent shift information is provided to oncoming shift. Prepares overview of major incidents during shift.
- ~~Receives routine and emergency calls. Receives emergency medical calls and dispatch based upon established protocols. Based upon established protocols, determines and initiates proper response to emergency situations including environmental hazards, criminal activity, injuries, accidents and fires. Dispatches police and fire personnel to respond to emergency situations. Tracks and coordinates activities of police officers and their back-up units. Maintains logs on in-service and out-of-service vehicles.~~Processes emergency and routine calls for police, fire and EMS. Dispatches police, fire and EMS units. Provides post-dispatch and pre-arrival instructions for callers to ensure safety during emergencies.
- ~~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. Checks NCIC files on parties contacted by police officers. Confirms warrants, stolen cards, license plates and other property. Provides street directions as needed. Contacts local, state and federal agencies at the request of police and fire personnel. Transfers all medical calls to appropriate agency. Operates TDD system.~~

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- ~~Provides callers with instructions to ensure their safety during emergencies. Attempts to separate domestic violence victims prior to arrival of police. Performs hiring/platoon call back for fire departments as needed. Adds additional equipment to the scene at the request of the incident commander.~~
- ~~Monitors fire alarm systems, and cameras to ensure safety. Monitors all radio transmissions. Monitors and relays all information relayed by/from the National Weather Service. Monitors and reacts appropriately to State of Connecticut, Department of Homeland Security Communications.~~
- ~~Establishes case numbers and records the chronology of all police and fire calls. Enters data regarding cases into computer system. Tracks crew teams in confined spaces. Tracks out of service fire hydrants. Notifies Director of equipment issues and incidents of importance.~~
- ~~Dispatches mutual aid and other agencies in response to requests made by police and fire personnel.~~
- ~~Transfers non-emergency calls to proper personnel or agency. Contacts Department of Public Works and Water Department for after-hours service. Dispatches animal control officers.~~
- ~~Coordinates multiple agency response to large-scale emergencies. Calls in employees to fill vacant stations and positions.~~
- Perform other related duties as assigned.

MINIMUM JOB QUALIFICATIONS

Education and Experience

~~High school diploma or equivalent and at least five years as a Civilian Dispatcher with vocational/technical training in emergency telecommunications or a related field supplemented with two years of experience as Middletown Civilian Dispatcher; or an equivalent combination of education, training, and experience.~~

~~Appropriate education substitutions can be made.~~

Other

- ~~Emergency Telecommunication, NCIC/C.O.L.L.E.C.T. and 911 certifications. Ability to obtain Emergency Medical, Police and Fire Dispatch Certification. A candidate~~

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~~will be required if employed by the City of Middletown to maintain all certifications as set by renewal standards for the duration of employment. Position requires a valid Connecticut Driver's License, State of Connecticut Telecommunicator Certificate, EMD Certificate and NCIC trained.~~

PREFERRED QUALIFICATIONS

None.

KNOWLEDGE, SKILLS, and ABILITIES

- ~~• Requires the a~~Ability to analyze and classify data and information, including the ability to review, categorize, 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 aAbility to act as a lead person or crew leader and to provide guidance to a work unit, including coordinating activities and reviewing work.
- ~~• Requires the ability to operate, calibrate, adjust and synchronize equipment and machinery such as a computer and other office machines used in performing essential functions. Knowledge of department policies regarding Fire Dispatch~~
- ~~• Requires a moderate level of comprehension and expression to read, understand, write and speak in using advisory data and information. Knowledge of City and Town Alarm Systems~~
- Requires the ability to perform addition, subtraction, multiplication and division, and to calculate percentages and decimals.
- ~~• Requires the 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 aAbility to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental or subjective criteria.
- ~~• Requires the ability to recognize and identify similarities and differences between shade, degree or value of colors, shapes, sounds, forms, textures or physical appearance associated with job-related objects, materials, tasks or people.~~

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- 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 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
- Ability to Organize large volumes of detailed data and information
- 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.

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PHYSICAL REQUIREMENTS

~~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.

~~Requires the 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	