

## Middletown, CT Job Description

<b>Classification Title</b>	Deputy Director of Central Communications
<b>Job Code</b>	
<b>Department</b>	Central Communications
<b>Union Group</b>	Teamsters 671
<b>FLSA Status</b>	Exempt
<b>Pay Grade</b>	

### PURPOSE OF POSITION

The purpose of this position is to assist in the administration of the Central Communications Center. Provides dispatching services for Police, Fire and EMS to City of Middletown and Town of Portland., ~~coordinate training programs, and to provide quality control measures for the Department. 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.*

- ~~• Serves as training coordinator for the department. Trains employees, presents formalized classes, on the job training and schedules vendor supplied training on and off site. Prepares and maintains employee rotational schedule. Hires employees. Prepares and submits weekly payroll. Tracks and authorizes employee time off.~~
- ~~• Conducts, contracts or schedules training classes for dispatchers. Prepares additional training as needed. Assesses Dispatchers job related knowledge and makes recommendations for assignment upon completion of training period.~~
- ~~• Performs Quality Assurance for emergency medical on calls processed by dispatch centers, in accordance with standards set forth by the City of Middletown. Coordinates with Middlesex Hospital.~~
- ~~• Updates and maintains CAD System, ISDN E911 System and dispatch operations programs. Prepares monthly credit card statements. Processes bills and purchase orders and submits for payment. Acts as department Accounts Payable Officer. Processes receipts of payments for 911 funding and Portland Inter-Local agreement.~~
- ~~• Researches, reviews and selects training material.~~
- ~~• Researches protocols & procedures; writes protocols and procedures as directed.~~
- ~~• Tracks, maintains and oversees Dispatcher certifications~~

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- ~~• Responsible for department scheduling of shifts and filling of vacancies to meet minimum staffing. Prepare all necessary paperwork for work shift assignments.~~
- ~~• Performs or assists in department accounts payable; payroll functions.~~
- ~~• Assists with department budget preparation~~
- Attends various meetings as directed. Plans and participates in communication educational events.
- ~~• Prepares department reports as requested.~~
- Acts as Director of Central Communications in his or her absence.
- Perform other related duties as assigned.

### MINIMUM JOB QUALIFICATIONS

#### Education and Experience

High school diploma or equivalent and at least five years of experience at an administrative position in Communications Center. with vocational/technical training in emergency telecommunications or a related field supplemented by five years of emergency dispatch experience and progressively responsible supervisory 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 and EMD Certifications are required.

### PREFERRED QUALIFICATIONS

APCO Public Safety Communications Manager Certification and Certification as and EMD-Q through the International Academies of Dispatch.

### KNOWLEDGE, SKILLS, and ABILITIES

- ~~• Requires the ability to analyze and 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~~

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~~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 ability to provide guidance, assistance and/or interpretation to others.~~Knowledge of employee labor contract
- ~~• Requires the ability to utilize a wide variety of reference and descriptive data and information.~~Knowledge of payroll processing policies
- ~~• 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.~~Knowledge of purchasing and payables policies
- ~~• 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 State grants and processes for payments
- ~~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 Pprioritize and assign work
- Knowledge in ~~T~~training, 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
- 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 Apply concepts such as fractions, percentages, ratios, and proportions to practical situations
- 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 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

- ~~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.~~

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- ~~• Ability to coordinate eyes, hands, feet and limbs in performing skilled movements.~~
- ~~• Tasks require light physical effort in sedentary to light work, involving some lifting, carrying, pushing or pulling of light objects and material.~~

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.*

<b>Date created:</b>	03/02/15
<b>Dates revised</b>	