

Public Safety Dispatch Telecommunicator

Salary

\$28.14 - \$38.86 Hourly

Location

Greenwich, CT

Closing Date

3/31/2024 4:00 PM Eastern

General Statement of Duties

In accordance with the appropriate standards, policies and procedures, answers and responds to 911 emergency and non-emergency radio and telephone calls for police, fire, emergency medical services (EMS), and other associated services in the Town of Greenwich.

Position reports to the Lead Dispatcher or Operations Lieutenant.

Qualifications

Education and Experience:

High School Diploma plus three (3) years of professional experience in the provision of services using computer technology in a fast-paced environment, or in the provision of public safety services. Prior public safety telecommunications experience preferred.

Qualifications:

Demonstrated knowledge of the geographic boundaries of the Town, including location of streets, important buildings and sub-divisions.

Proven knowledge of the appropriate use of radio, telephone and transmission equipment.

Demonstrated ability to maintain composure during emergency situations.

Proven ability to effectively multi-task.

Proven ability to communicate clearly and effectively both orally and in writing.

Demonstrated ability to effectively utilize a computer, two-way radio, multiple-button telephone, telecommunications device for the deaf (TDD), and other equipment used for dispatch and recording.

Demonstrated ability to understand and apply laws, ordinances, departmental policies, rules and instructions.

Proven ability to work as part of a team and maintain positive working relationships.

EXAMINATION: The full examination process will consist of the following:

1. Written Examination (40% of final ranked score) Pass point for the written examination is 70%.

2. Public Safety Dispatch Computerized Skills Examination (60% of final ranked score) Only candidates who have passed the written exam will be invited to the Computerized Skills Examination.

Candidates who successfully complete the above parts one and two of this exam shall be ranked and certified as eligible to complete the pre-employment screening process outlined below.

Such ranked candidates shall be batched in rank order as need dictates and shall proceed with testing as follows:

1. Background Investigation/Fingerprinting – Pass/Fail

The Town of Greenwich will conduct an extensive personal and work history background investigation which will include, but not limited to, motor vehicle license record review, fingerprinting and criminal record search as required by State standards.

2. Departmental Interview.

3. Post Offer Psychological Evaluation – Pass/Fail

4. Post Offer Comprehensive Medical Examination - Pass/Fail

This examination includes a screening for controlled substances.

Job Description

Duties and Responsibilities:

Determines critical information for prioritizing and processing calls, simultaneously entering and coding information into industry-specific software.

Directs calls to the appropriate personnel needed to respond to an incident.

Dispatches police, fire, EMS, and other associated services personnel and equipment to locations requiring assistance, relaying accurate names, addresses, and incident information.

Responds to and records messages from the public and private alarm companies.

Maintains records of assigned public safety units in regard to the date, time, location, availability and type of equipment.

Maintains a continuous log of all radio and telephone messages.

Utilizes law enforcement computer systems to input data and obtain information on licenses, vehicle registrations, wants and warrants.

Monitors National Crime Information Center (NCIC) teletypes for relevant information and directs that information to the appropriate personnel.

Keeps current on specific crime problems or unusual police, fire or EMS operations that must be considered when dispatching.

Completes follow-up reports and related records as required.

Supports Town policies and philosophies.

Performs related work as assigned.

Supplemental Information

SPECIAL NECESSARY QUALIFICATIONS:

This position serves a 12-month probationary period.

The following certifications shall be obtained during probationary period:

- *State of Connecticut Public Safety Telecommunicator certification*
- *Successful completion of in-house CTO training*
- *Emergency Medical Dispatch certification*
- *Enhanced 911 certification*
- *COLLECT/NCIC certification*

The Town of Greenwich is dedicated to Diversity & Equal Opportunity Employment

All applications should be submitted through the Town of Greenwich website:
<https://www.governmentjobs.com/careers/greenwichct?keywords=dispatcher>