



Communications Supervisor Town of Watertown, CT

The Town of Watertown, Connecticut is accepting applications for a Full-Time Communications Supervisor. This position is in the Police Department's Communications Division. The annual salary will be based on the union contract for this position. The Communications Supervisor will work under the general direction of the Deputy Chief of Police.

The Watertown Police Department is a Tier III State of Connecticut accredited agency that proudly provides services to Watertown and Oakville. The Watertown Communications Division dispatches the Watertown Police and Fire Departments.

The Communications Supervisor supervises all telecommunicators by providing day to day direction and general supervision.

Essential Duties and Responsibilities include:

- Responsible for the efficient and harmonious operation of the Communication Division including its telecommunicators
- Works collaboratively with police and fire administration and their designees
- Able to perform all duties of Telecommunicators
- Coordinates a training program for new Telecommunicators
- Ensures all telecommunicators receive required trainings and certifications, and maintains a record of all telecommunicators trainings and certifications
- Performs all required validation reports for COLLECT and NCIC
- Completes E911 quarterly reports
- Completes all reports required by the State, and of any other outside regulatory agency
- Maintains PRAWN warrant files
- Maintains and updates training and resource manuals
- Operates the Watertown Police Department's call recorder system, and ensures said system is operational at all time. Immediately reports any malfunctions of this system to the Deputy Chief of Police and the IT Department
- Maintains Telecommunicators' work schedule, and approves their vacation, personal days and schedule changes in accordance with the telecommunicators Collective Bargaining Agreement
- Maintains all employees' payroll records including their use of vacation, personal days, and sick time. Reports these records to the Administrative Assistant to the Chief of Police on a weekly basis
- Calculates hours of part-time Telecommunicators for pro-rated benefits, including sick time and personal days

- Orders division's supplies and ensures all equipment is fully operational
- Maintains appropriate phone numbers for call-outs to state D.O.T., telephone company, all local utility companies, radio repair and wrecker services
- Administrate a quality control program for dispatched calls, emergency medical dispatching, and the answering of 911 and non-emergency lines
- Ensures all telecommunicators are complying with departmental policies and procedures

The above duties describe the most significant responsibilities performed and are not to be considered a detailed description of every duty of the position. Other related duties may be assigned by the Deputy Chief of Police.

- Must be a high school graduate, have a driver's license and at least five years of experience as a Certified Public Safety Telecommunicator in the State of Connecticut
- A college degree and experience as a Public Safety Communications Supervisor is preferred

Job Applications can be picked up at the Town Hall or online at www.watertownct.org and should be sent to the Human Resources Department, Town Hall, 61 Echo Lake Rd., Watertown CT 06795. NO PHONE CALLS WILL BE ACCEPTED. EOE.