

The New Milford Police Department is currently accepting applications for the position of **Full-time Police Dispatcher**, which operates the communications equipment in receiving, transmitting and dispatching emergency service calls, business calls and other calls as required. The Police Dispatcher also receives visitors at Police Department. Requirements are: 21 years of age, ability to pass written/practical exam(s), extensive background examination, drug screening and physical exam. Must be a U.S. citizen; possess a valid CT driver's license, and be a high school graduate/possess a G.E.D. equivalent.

Applicant should be community relations oriented. Candidates should have excellent interpersonal skills, customer service abilities, and be willing to work a variety of shifts in a 24/7 communications center.

Police Dispatcher has paid benefits which include medical, dental and life insurance among others. Salary is subject to collective bargaining and currently is up to \$25.28 per hour.

All applications must be accompanied by a non-refundable \$35 check or money order payable to the Town of New Milford. Applications may be downloaded from the Town of New Milford Personnel Department or New Milford Police Department websites.

Applications along with the \$35 check or money order are to be submitted to:  
New Milford Police Department, 49 Poplar Street, New Milford CT. 06776  
ATTENTION: Application Process

Application deadline is September 20, 2019 at 4:00 PM. EOE. No Fax Responses.

## **Town of New Milford**

### **JOB CLASSIFICATION DESCRIPTION**

#### **POLICE DEPARTMENT**

**Job Title:** Entry Level Dispatcher  
UPSEU Grade 9 – 40 Hrs. /Wk.

**Job Summary:**

Operates the communications equipment in receiving, transmitting and dispatching emergency service calls, business calls and other calls as required. Receives visitors at Police Department.

**Supervision Received:**

Works under the general supervision of the Senior Dispatcher and in this position's absence, the Commander of Administrative Services, the Chief of Police or the Chief's designee.

**Example of Essential Duties:**

Handles incoming and outgoing calls for police, fire, ambulance, town highway, and other departments as assigned. Dispatches police units throughout the Town of New Milford as required. Keeps continuous radio communication with all police officers on the road. In addition to Police, dispatch fire, and ambulance units to respond to routine and emergency situations, this includes dispatching for three fire departments and one ambulance corps. Records telephone and radio communication transmission. Contacts towing service for wreckers, and maintains tow log book.

Prioritize calls and handle emergencies efficiently and effectively. Maintains prisoner and police log books. Collects fees and issues receipts for Town parking tickets or reports. Acts as receptionist for Police Department. Handles walk-in complaints and dispatches accordingly. Assists with departmental filing. Manages incoming and outgoing dispatcher tapes in accordance with the State of Connecticut Public Records Administration retention schedule for Police Department Records. Operates NCIC and COLLECT systems to all police departments in state. Operates computer system. Performs other duties as requested.

**Knowledge, Skills and Abilities:**

Ability to deal with general public effectively and consistently, maintaining composure when callers are irate and upset. Must be able to follow written and oral instructions precisely. Ability to learn how to operate a variety of communications equipment and use them concurrently-multi-tasking is a key component of this position. Essential to be a good listener. Must be able to write clear and concise written reports and entries; legible handwriting is mandatory. Keyboarding skills desirable with some knowledge of computers. Ability to sit at a desk or stand and work continuously for extended periods of time while performing job functions for up to 16 hours day. Must achieve status of EMD Certification within 120 days of date of hire. This is a requisite qualification to retain the position. Failure to do so will result in immediate dismissal.

**Minimum Qualifications:**

H.S. Diploma or equivalent with some experience in telephone and radio communications and background in police work preferred. Work record should show high degree of punctuality and dependability as well as ability to work independently.

- Bilingual preferred.

(This agreement lists only those job duties necessary for job evaluation and does not include each and every job requirement)

Revised by Town Council 11/23/04

Revised – 7/14/14

**Working Conditions, Physical and Mental Requirements:** Employees appointed to positions in this class must have adequate physical strength, stamina, physical agility and visual and auditory

acuity and must maintain such physical fitness as to be able to perform the duties of the class. A physical examination may be required.

**Frequency: Place an “X” in each box that is appropriate to your job.**

<b>NEVER (N)</b>	<b>OCCASIONALLY (O)</b>				<b>FREQUENTLY (F)</b>				<b>CONSTANTLY (C)</b>			
0 % of Shift	1-33% of Shift				34-66% of Shift				67-100% of Shift			
<b>Frequency:</b>	<b>N</b>	<b>O</b>	<b>F</b>	<b>C</b>	<b>Frequency:</b>	<b>N</b>	<b>O</b>	<b>F</b>	<b>C</b>			
<b>Physical Demands:</b>					Depth Perception		X					
Standing		X			Color Distinction		X					
Walking		X			Peripheral Vision		X					
Sitting				X	Driving		X					
Lifting		X			<b>Physical Strength:</b>							
Carrying		X			Little Physical Effort (-10 lbs.)		X					
Pushing		X			Light Work (-20 lbs.)		X					
Pulling		X			Medium Work (20-50 lbs.)		X					
Climbing		X			Heavy Work (50-100 lbs.)	X						
Balancing		X			Very Heavy Work (100+ lbs.)	X						
Stooping		X			<b>Environmental Conditions:</b>							
Kneeling		X			Cold (50 degrees F or less)	X						
Crouching		X			Heat (90 degrees F or more)	X						
Crawling	X				Temperature Changes		X					
Reaching		X			Wetness	X						
Handling		X			Humidity	X						
Grasping		X			Extreme Noise or Vibration		X					
Twisting		X			Exposure to Chemicals	X						
Feeling			X		Exposure to Gases and Fumes		X					
Talking				X	Exposure to Unpleasant Odors		X					
Hearing				X	Exposure to Bodily Fluids	X						
Repetitive Motion				X	Exposure to Dampness	X						
Hand/Eye/Foot Coordination			X		Confinement to a Small/Restricting Area	X						
Visual Acuity/Near				X	Mechanical Hazards	X						
Visual Acuity/Far			X		Physical Danger	X						

The above statements are intended to describe the general nature and level of work being performed by the employee assigned to this position. They are not to be construed as an exhaustive list of all job responsibilities and duties performed by personnel so classified.

The Town of New Milford is an equal opportunity employer. In compliance with the Americans with Disabilities Act, the Town will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the Town when necessary.