

The New Milford Police Department is currently accepting applications for two positions, one **Full-time** and one **Part-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: Certification as Emergency Dispatcher, 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.

Salary is subject to collective bargaining and currently is up to \$26.61 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 February 22, 2019 at 4:00 PM. EOE. No Fax Responses.

Job Description

Town of New Milford

EMD CERTIFIED - DISPATCHER

UPSEU Grade 10

Police Department

Nature of Work:

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 Director/Commander of the Support Services Bureau or the Chief of Police or the Chief's designee.

General Duties:

- Handles incoming and outgoing calls for police, fire, ambulance, town highway, etc.
- Keeps continuous radio communication with all police officers on the road.
- Handles incoming 9-1-1- calls, utilizing the Emergency Medical Dispatch protocol.
- Dispatches police, fire, and ambulance units to respond to routine and emergency situations.
- Dispatches for four fire departments and two ambulance corps.
- Records telephone and radio communication transmission.
- Maintains computer schedule for the police department.
- Contacts towing service for wreckers, and maintains tow log book.
- Provide pre-arrival medical instructions to callers, as needed, using EMD protocols.
- Contacts Fire Marshal upon fire department request and for any reported structure fire.
- Contacts specialty units (SCUBA, crash Reconstruction Team, Canine, and Detective Bureau) **as directed**.
- Enters calls into computer system.
- Prioritize calls and handle emergencies efficiently and effectively.
- Contacts Litchfield County Dispatch for paramedic response for ambulance calls.
- Coordinates request and response of Life Star services.
- Provides directions for responding units through map comprehension.
- Maintains prisoner and police log books.
- Monitors prisoners while in processing and cells.
- Performs state and federal records checks on individuals upon police officer request.
- Notifies the Bail Commissioner of persons in custody who are placed on a bond.
- Monitors prisoners for safety, arranges for prisoner meals, and provides coordination of response for medical necessities.
- Collects fees and issues receipts for Town parking tickets and pistol permits.
- Obtains information on individuals through use of NCIC/Collect terminals
- Dispatches police units throughout the Town of New Milford as required.
- Contacts utility companies for response to certain calls (downed wires, structure fires, etc.).
- Acts as receptionist for Police Department.
- Handles walk-in complaints and dispatches accordingly.

- Enters protective and restraining orders into in-house computer system.
- Assists with departmental filing.
- Enters warrants into the NCIC system.
- Performs monthly audits on warrants, protective and restraining order files for record accuracy.
- Manages incoming and outgoing dispatcher tapes in accordance with the State of Connecticut Public Records Administration retention schedule for Police Department Records.
- Maintains a working knowledge of console programming and generator failure procedures.
- Monitors in-house security camera and alarm panels.
- Reviews NCIC teletypes and notifies Supervisor and/or Officers of high priority messages.
- Verifies 9-1-1 data, and reports inaccuracies to proper agencies.
- Possess working knowledge of I-Call/I-Tac Statewide 800 MHz conventional radio system designated for multi-agency interoperability communications.
- Familiarization of Emergency Disaster Plans, including Town Flood Plan.
- Maintain working knowledge of Reverse 9-1-1 System. Used to notify residents of any emergency occurring in their area, which may pose a threat or hazardous condition.
- Enters and maintains computer rolodex and alarm sites in computer.
- Must be available to work overtime; including nights, weekends, and holidays as required.
- Familiarization of Departmental Directives and policies.
- Performs regular dispatch duties to fill vacancy caused by absence of regular dispatcher.

Minimum Qualifications - Knowledge, Skills and Abilities:

- Working knowledge of police, fire and ambulance operations and routine and emergency dispatching policies and procedures.
- Must possess knowledge of radio and communications equipment and regulations pertaining to its use.
- Ability to schedule, supervise and train subordinates in technical operations under routine and emergency conditions.
- Keyboarding skills desirable with some knowledge of computers.
- Knowledge of the geography of the Town, department regulations and town agency structure preferred.
- Must be able to supervise effectively and impartially the work of others.

- Ability to issue clear and concise oral and written instructions and to size up situations, think quickly and act decisively in emergencies.
- 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.

Minimum Qualifications - Education, Training and Experience:

- Considerable knowledge of operation of alarm system, COLLECT operations and police computer system.
- H.S. Diploma or equivalent with three years' police, fire and ambulance dispatching experience.
- **Must be EMD certified with the Town of New Milford system and must successfully complete the 6 month probationary period. Failure to successfully complete probationary period is grounds for dismissal.**

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