



Town of New Milford Personnel Department

10 Main Street, New Milford, CT 06776
Telephone (860)-355-6089 – Fax (860)-355-6031

JOB CLASSIFICATION DESCRIPTION

Job Title: Entry Level or EMD Certified Dispatcher
Department: Police Department

Salary Group: Non-Exempt
UPSEU
40 Hrs/wk

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 and provide pre-arrival medical instructions to callers, as needed, using EMD protocols.
- Dispatches police, three fire departments, and one ambulance corps to respond to routine and emergency situations.
- Records telephone and radio communication transmission.
- Maintains daily schedule for the police department.
- Contacts towing service for wreckers, and maintains tow log.
- Contacts Fire Marshal upon fire department request or any call required by procedure.
- Contacts specialty units (SCUBA, Crash Reconstruction Team, Canine, and Detective Bureau) as directed.
- Enters calls into computer-aided dispatch system.
- Prioritize calls and handle emergencies efficiently and effectively.

- Contacts neighboring dispatch centers for any mutual aid requests.
- 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 fingerprints.
- Obtains information on individuals through use of NCIC/Collect terminals
- 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.
- Assists with departmental filing.
- Enters warrants and conditions of release into the NCIC/Collect system.
- Performs bimonthly audits on warrants for record accuracy.
- Maintains a working knowledge of radio console 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 the CT Alert System. Used to notify residents of any emergency occurring in their area, which may pose a threat or hazardous condition.
- Enters and maintains sites in computer.
- Must be available to work overtime; including nights, weekends, and holidays as required.
- Familiarization of Departmental Directives and policies.
- Performs related duties as required that are necessary and appropriate.

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.
- Keyboarding skills required with knowledge of computers.
- Knowledge of the geography of the Town, department regulations and town agency structure preferred.
- 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 a day.

Minimum Qualifications - Education, Training and Experience:

- High School Diploma or equivalent.
- Some experience in telephone and radio communications, with a background in police work preferred.
- Work record should show high degree of punctuality and dependability
- Ability to work independently.
- Bilingual preferred.
- Veteran's preferred.
- **Must be EMD certified with the Town of New Milford system and must successfully complete the 12 month probationary period. Failure to successfully complete probationary period is grounds for dismissal.**
- **Applicants for the Certified Dispatcher position must possess certification for EMD, COLLECT and Telecommunicators.**

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

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.

NEVER (N)	OCCASIONALLY (O)				FREQUENTLY (F)	CONSTANTLY (C)			
0 % of Shift	1-33% of Shift				34-66% of Shift	67-100% of Shift			
Frequency:	N	O	F	C	Frequency:	N	O	F	C
Physical Demands:					Depth Perception		X		
Standing		X			Color Distinction		X		
Walking		X			Peripheral Vision		X		
Sitting				X	Driving		X		
Lifting		X			Physical Strength:				
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			Environmental Conditions:				
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.

Original Dispatcher position Approved by Town Council: 11/23/2004
Revised: 10/27/2020