

## Full-Time Certified Public Safety Dispatcher

The Town of East Lyme is seeking a Full-Time Certified Public Safety Dispatcher.

**SUMMARY:** Functions as a Dispatcher in the East Lyme Emergency Communications Center (ECC) which is the Primary Service Answering Point (PSAP) for the Town of East Lyme. Performs other duties, as required by the Chief of Police.

**SUPERVISON:** Work is performed under the general supervision of the Chief of Police or his/her designee.

### **ESSENTIAL JOB FUNCTIONS:**

- Receives written and oral instructions from the Chief of Police or his/her designee.
- Plans, organizes and performs daily work according to established policies and procedures for both Police and Fire.
- Establishes priorities within work assignments.
- Answers all telephone calls received on the Towns' emergency lines as well as all routine lines for the Police Department, Dispatch and Public Safety.
- Obtains information for Towns' Emergency Services using established procedures.
- Monitors local government radio and voice communications systems.
- Activates emergency services personnel via the Towns' Paging and Radio Systems.
- Communicates with emergency services personnel, both police and fire.
- Maintains activity logs and event times that support emergency operations.
- Notifies other emergency agencies and personnel for assistance as directed or per protocol.
- Accepts telephone and/or radio messages as to availability of emergency services personnel.

**\*\*\*\*\*The duties listed above are intended only as illustrative of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position\*\*\*\*\***

### **MINIMUM QUALIFICATIONS:**

- A High School Diploma (or equivalent) is the minimum educational requirement.

- Applicants must be a certified State of Connecticut Telecommunicator and should have a minimum of two years' experience as a public safety dispatcher. If not already fully certified, applicants must possess the ability to attend and complete all training deemed mandatory by the Chief of Police or his/her designee including by not limited to:
  - Emergency Medical Dispatch (EMD)
  - State of Connecticut Dispatcher training course as specified by CT State Law
  - Connecticut Online Law Enforcement Communication Teleprocessing (COLLECT) training.
  - National Crime Information Center (NCIC) training.

The applicant must have the ability to acquire a working knowledge of radios, computers and all other communications related equipment within his/her probationary period. Ability to apply common sense understanding to carryout instructions furnished in written, oral and schedule form. Ability to communicate clearly and effectively under emergency conditions. Ability to acquire working knowledge of fire, medical and police procedures. Ability to acquire use of emergency medical terms and prioritize emergency calls within general department guidelines. Ability to type accurately.

The applicant shall be in good health and free from disabling physical and mental defects that would affect his/her ability to efficiently handle the duties assigned. Furthermore, the applicant shall be temperamentally suited to the position, including being able to remain calm and take decisive action during emergencies, to remain alert during periods of inactivity and when carrying out normal repetitive operations, and to work harmoniously with other persons.

### **SPECIAL REQUIREMENTS:**

Applicants must pass a comprehensive background investigation by the Police Department. Part-Time Telecommunicators and Full-Time (Dispatchers) MUST be available to work weekend and holiday shifts (Days 0700-1500, Evenings 1500-2300, Midnights 2300-0700) as required by the Chief of Police or his/her designee.

### **PAY AND BENEFITS:**

- Hourly wage starts at \$29.28 per the Local 1303-436, Council 4, AFSCME, AFL-CIO Dispatchers Collective Bargaining Agreement. A copy of the contract can be found on the Human Resources page of the Town of East Lyme website.

**\*\*\*\*\*This job description does not constitute an employment agreement or contract between the employer and the employee and is subject to change by the employer as requirements of the job change. The order in which Essential Functions and Qualifications Profile are meant only for reference and do not necessarily represent any order of magnitude.\*\*\*\*\***

The posting closes on July 30, 2024. If you have any questions, or seek additional information, please contact Lieutenant Dana Jezierski at [djezierski@eastlymepolice.org](mailto:djezierski@eastlymepolice.org)

To apply, visit [Human Resources - Town of East Lyme \(eltownhall.com\)](http://eltownhall.com), or submit an [Application](#) along with resume and cover letter to [hrmanager@eltownhall.com](mailto:hrmanager@eltownhall.com).

As an equal opportunity employer, the Town of East Lyme does not discriminate on the basis of race, color, religious creed, age, marital status, national origin, ancestry, sex,