



The Town of Wethersfield Announces the Following Position

Public Safety Dispatcher

Reports to: Chief of Police or Designee

Salary Range: Grade 13 \$34,9267-\$39.3132/hour
(Annualized \$68,107 - \$76,660)

FLSA: Non-Exempt

Closing Date: **Open Until Filled**

Status: Full time, 37.5 hours/week

Schedule: Rotating Shifts Monthly

Union/Non Union: Union AFSME 1303-408

Date Posted: September 24, 2024

Benefits include: Health Insurance, Life Insurance, Long Term Disability, 401 (a) Retirement Plan, Paid Holidays, Vacation, Personal and Sick Leave.

Summary:

Under the general supervision of the Chief of Police or designee, the Public Safety Dispatcher receives and transmits emergency and administrative messages over a combined police, fire and medical communications system. The Public Safety Dispatcher is responsible for addressing incoming complaints and calls for service from the public and requests for action from field units. The dispatcher will deal with emergency situations and have to deal with difficult or hostile situations and individuals via telephone, while diligently performing his/her duties relevant to the incident at hand.

Examples of Specific Duties:

Receive telephone calls via 911 and routine telephone lines, and mechanical alarm signals for emergency police, fire or medical services. The dispatcher will obtain relevant information to evaluate the emergency situation, determine the appropriate response to the call, the initial resources needed to effectively respond to the emergency and dispatch those resources from Town and State agencies. As circumstances indicate, maintain ongoing contact with reporting persons to obtain additional information regarding the situation and to keep responders updated as to the conditions prior to arrival on the scene. Will assist with pre-arrival emergency medical instructions. Create and update computer files for calls for service via a Computer Aided Dispatch system.

Minimum Qualifications:

The administrative skills would generally be acquired with a high school education or equivalent. Technical skills and knowledge would generally be acquired from prior communications experience or with on-the-job training. Experienced in the use of multi-frequency radio system, MS Word, MS Excel, email, and troubleshooting computer, printer and office supply problems. Successful completion of State mandated training courses including Public Safety Telecommunicator, Enhanced 911 Telephone System and Emergency Medical Dispatch, COLLECT/NCIC Certification. CPR for the Professional and First Aid must be attained within one (1) year of hire and must be maintained.

Desired Qualifications:

Prior communications and dispatching experience.

To Apply for This Position:

Completed Employment Applications must be received by the Human Resources office. An Employment Application and complete job description are available on the Job Opportunities page at www.wethersfieldct.gov. Mail or email application to: 505 Silas Deane Highway, Wethersfield, CT 06109 or HR@wethersfieldct.gov. **Only candidates selected for interviews will be contacted.**

Successful candidate must pass a written exam and/or interview process, pre-employment physical, drug testing and background check prior to employment. The Town of Wethersfield is an Equal Opportunity/Affirmative Action employer.