

TOWN OF NORTH HAVEN PERSONNEL REQUISITION

To Requisitioner: The Civil Rights Act of 1964 prohibits discrimination in employment because of race, color, creed, religion, sex or national origin. Federal law also prohibits other types of discrimination such as age. The laws of most states also prohibit some or all of the above types of discrimination as well as some additional types such as discrimination based upon ancestry, marital status or physical or mental handicap or disability. Any expressions of limitations in these areas expressed in this requisition should be warranted by a bona fide occupational or legally permissible reason.

Date Posted: 2-18-15

Closing Date: When filled.

FROM: CHIEF OF POLICE

DEPARTMENT: POLICE

I. DESCRIPTION OF NEED

DATE NEEDED	NUMBER OF EMPLOYEES	JOB TITLE	JOB CLASSIFICATION NUMBER	HIRING SALARY RANGE	JOB SALARY RANGE
ASAP	1	Central Communications Dispatcher	5	\$17.33-\$19.00	\$17.33-\$24.25

PERMANENT: TEMPORARY: _____ If Temporary, for how long? WHICH SHIFT? **Rotating**

FULL TIME: HOURS: 40 PART TIME _____ If part-time, what hours or days?

II. REASON FOR NEED

REPLACEMENT: Yes No _____
 J. Hayes ADDITION: Yes _____ No If yes, state funding.

III. REQUIREMENTS

EDUCATION: GRADE SCHOOL _____ HIGH SCHOOL COLLEGE _____ COMMERCIAL _____ OTHER _____

EXPERIENCE:

See attached job description.

APPROVED BY: _____ SEL
 _____ DF/A
 _____ CHIEF/POLICE

TOWN OF NORTH HAVEN

CENTRAL COMMUNICATIONS DISPATCHER

DUTIES:

1. Civilian dispatchers are responsible for staffing the North Haven Emergency Dispatch Center (PSAP) seven (7) days per week, twenty-four (24) hours per day, three hundred sixty five (365) days a year. The Dispatch Center is primarily responsible for the intake of all emergency and non-emergency calls for service and the dispatching of appropriate resources to effectively handle the event.
2. Civilian dispatchers work rotating shifts, weekends and holidays. Applicants must possess normal hearing. Candidates will be required to pass a medical examination, including a drug/alcohol-screening test and an exhaustive background investigation. Candidates will also be required to pass the State of Connecticut Telecommunications Certification Test after completing the appropriate training.
3. By use of telephone or radio equipment, receive incoming calls requesting Fire, Police, Medical or other emergency assistance. Responsible for accurately maintaining the Police and Fire CAD (Computer Aid Dispatch) logging calls received; unit(s) dispatched; unit(s) time(s) of arrival; and all other information required to conform to Central Dispatch Operating Procedures. Responsible for providing resource information to field units and other authorized persons. In conformance with Town operating procedures, is responsible for providing routine information to callers. Depending on assignment, will be required to read and react to monitoring equipment. Responsible for routine day-to-day maintenance of the position. May perform clerical and other duties as directed and/or required.

GENERAL RESPONSIBILITIES:

1. Monitor and answer radios and telephones.
2. Receive requests for service from the public.
3. Respond to citizen inquiries.
4. Dispatch appropriate emergency services to reported incidents.
5. Dispatch appropriate Town assets to requests for service.
6. Determine an appropriate initial level of response in accordance with department policy and approval of the Shift Commander necessary to handle any reported incident.

SUPERVISION RECEIVED:

Overall supervision will be provided by the Captain of the Support Services Division. Day-to-day direct supervision will be provided by the Police Shift Commander on duty.

KNOWLEDGE, SKILL AND ABILITY:

Must demonstrate the ability to communicate in a clear, concise and effective manner when using telephone and radio equipment; act with sensitivity toward individuals in highly emotional states/situations; reason critically, and deal effectively with the public; follow written and oral instructions; learn and function in strict accordance with the written emergency and non-emergency operating procedures. Must have:

1. Excellent interpersonal skills.
2. Ability to speak proper English and enunciate clearly.
3. Ability to operate all related office, communications and computer equipment.
4. Ability to maintain records.
5. Ability to think and act quickly in emergency situations with judgment and discretion.

EDUCATION:

Applicants must possess a High School Diploma or Equivalency Certificate, and must provide a copy of the appropriate document at time of application.

EXPERIENCE AND TRAINING:

A minimum of two (2) years' responsible employment. State of Connecticut Certified Telecommunicator and persons with experience working in public safety communication centers preferred.

SPECIAL CONDITIONS:

This position requires an individual to be able to work rotating shifts, five (5) days, forty (40) hours per week. U.S. Citizenship required. Limited to applicants living within 20 miles of the North Haven Town Hall. The position is also subject to mandatory overtime (call-in) as needed.

Applicants will be fingerprinted and will be subject to a thorough background investigation, applicants must make arrangements to be fingerprinted when applying, this requirement must be completed prior to application closing date. Applicants who do not meet the high standards necessary for employment as a Central Communications Dispatcher will be rejected. Applicants will be required to successfully complete a pre-employment psychological profile examination prior to appointment; and, a pre-employment physical including a Drugs of Abuse screen prior to final appointment.