

TOWN OF WINDSOR LOCKS
Department of Human Resources



External Posting

POSTING DATE 6/4/2019

POSTING CLOSES- open until filled

Position Title: Civilian Safety Dispatcher

Department: Police Department

Position Type: Full time/contractual bargaining position

Reports to: Chief of Police or designee

Rate of pay: per contract

Hours: Flexible, days, evenings, weekends

Reporting to the Police Chief or Designee, the Dispatcher provides communication services as the first point of contact for callers and walk-in public requesting emergency and routine public safety services while dispatching information to public safety personnel as appropriate, answers telephone, receives and transmits messages over radio and computer, and performs related functions for Fire, Ambulance Police, Public Works, Civil Preparedness, following dispatch protocols and requirements. Monitors teletype, and other emergency equipment.

Responsibilities include:

- Operates monitors and controls dispatching communications/tele-communications. Analyzes all incoming calls for assistance and decides best course of action. Dispatches information to Officers and Supervisors in response to requested service prioritizing personnel response, responds to routine requests for services.
- coordinates emergency responses with Windsor Locks Police Department, Fire and Emergency Medical services.

Probationary period: Employee shall serve a probationary period for one year from the first day of actual start of hire.

Minimum Qualifications:

Education: High School Diploma or Equivalent. Currently certified as Telecommunicator/Dispatcher in the State of CT.

Highly Desirable: Telecommunication Certification, Collect NCIC, E911.

Excellent customer service and problem solving skills. Computer software proficiency. Exceptional interpersonal and communication skills including the ability to respond to requests courteously, professionally and respectfully at all times. Demonstrated ability to work well under high pressure in emergency situations. Ability to set priorities, take initiative, work efficiently, and work independently. Ability to handle confidential information with discretion and tact.

Competencies: Action oriented, Customer focus, Functional/technical skills, Interpersonal skills, Respects diversity, Teamwork/collaboration, Time management.

Must submit to and pass criminal background check, background investigation, driving record check, pre-employment screenings per Chief of Police.

Full Job Description Available upon request:

Application available on line at www.townofwindsorlocks.org/

Or call 860-627-1431 for application to be sent US mail. Mail application/resume to Director of Human Resources 50 Church Street, Windsor Locks, CT 06096