



CITY OF MIDDLETOWN
VACANCY ANNOUNCEMENT

POSITION TITLE: CIVILIAN DISPATCHER

SALARY RANGE: \$20.17 - \$29.86 per hour (40 hours per week)

The City of Middletown is accepting applications until 4:30 p.m. on November 30, 2016, in order to establish an Eligibility List for the position of Civilian Dispatcher within the Middletown Central Communications Department. As vacancies occur during the year, appointments will be made from this list of candidates who have passed all the requirements for this position. Complete job description and application forms may be obtained in the Human Resources Division, Room 206, Middletown Municipal Building, 245 deKoven Drive, Middletown, Connecticut 06457; or, applications can be printed from our website at www.cityofmiddletown.com. Click on *Employment*. (Faxed or e-mailed applications are not accepted.)

MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS:

High school diploma or equivalent with vocational/technical training in Emergency Telecommunications or a related field with one year of dispatch experience; or, any combination of education and experience that provides equivalent knowledge, skills and abilities. Position requires Emergency Telecommunications, NCIC/Collect and 911 Certifications; and, the ability to obtain Emergency Medical, Police and Fire Dispatch Certifications. A candidate will be required, if employed by the City of Middletown, to maintain all certifications as set by renewal standards for the duration of employment. This position also requires a valid Connecticut Driver's License. **(Copies of all required certifications and licenses must be attached to application.)**

Successful applicants must be able to demonstrate that they meet the above listed training and experience requirements, as stated on the application form, or application may be rejected.

POSITION PURPOSE: Under the direction of the Director of Central Communications, receives routine and emergency calls, assess resources needed to mediate emergencies and dispatch proper emergency response agencies.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Examples of): Receives routine and emergency calls; determines and initiates proper response based on procedures to emergency situations including hazards, criminal activity, injuries, accidents, fires, etc; Dispatches police and fire personnel to respond to emergency situations; Tracks and coordinates all activities of police officers and fire department; Provides information to response personnel; Checks NCIC files on parties contacted by police officers, confirms warrants, stolen cars, license plates and other property; Provides street directions, as needed; Contacts local, state and federal agencies at the request of police and fire personnel; Monitors in-house alarm systems; monitors security cameras in-house and at Police department; Establishes case numbers and records the chronology of all police and fire calls; Logs in all addresses and times of fires; Contacts Public Works and Water & Sewer department employees for after-hours services; Dispatches animal control officers; Enters data regarding cases into the computer system; Receives emergency medical calls and dispatch based upon established protocols; Provides callers with instructions to ensure their safety during emergencies; attempts to separate domestic violence victims prior to arrival of police; Monitors and relays all information relayed by the National Weather Service; Monitors and reacts appropriately to State of Connecticut, Department of Homeland Security communications; Coordinates multiple agency response to large-scale emergencies, calls in extra manpower to fill vacant stations and positions; and, Performs other related functions as assigned or required.

CLOSING DATE: Completed *Application for Employment* forms must be received in the Human Resources Division **no later than 4:30 p.m. on November 30, 2016.** Incomplete applications or resumes submitted without the completed application form will not be considered.

The City of Middletown provides reasonable accommodation to persons with disabilities in accordance with the American with Disabilities Act (ADA). If you need accommodation in the application or testing process, please contact the Human Resources Division prior to the application closing date or the testing date, whichever is applicable.

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

Issued: 11/2/16