



TOWN OF WESTON
COMMUNICATIONS
CENTER

56 Norfield Road - Weston, CT 06883 - (203) 222-2600 - Fax (203) 454-0464

JOB OPPORTUNITY
TOWN OF WESTON COMMUNICATIONS CENTER
PART TIME PUBLIC SAFETY DISPATCHER

Application & Resume To Be Submitted

The Town of Weston (pop. est. 10179) is accepting resumes for part-time Public Safety Dispatchers. The position is responsible for answering emergency 911 and routine telephone calls and relaying requests for assistance to Police, Fire, Ambulance, and other town departments. Uses telephone and radio equipment and operates computers to retrieve information and complete reports. Must pass a pre-employment drug screen, background check and be certified or able to obtain certification as a COLLECT-911-EMD system operator. The hourly pay rate is \$18.00 during training, increasing to Step 1 full time dispatcher rate after training is completed.

Send application and resume to:

Joe Constantino
Communications Center Director
Town of Weston
PO Box 1007
Weston, CT 06883
Or email to dispatchdirector@westonct.gov

**TOWN OF WESTON
PUBLIC SAFETY DISPATCHER**

Position Purpose

As an official Public Safety Answering Point (PSAP), the Town of Weston Public Safety Dispatcher provides 24-Hour emergency and routine assistance to residents and the general public for police, fire, medical and animal control services. The Public Safety Dispatcher gathers information to determine the nature of the call, what type of response is needed, and dispatches public safety personnel to the scene. The Public Safety Dispatcher accesses local, state, and national database systems to query and relay information to responding units, and documents incidents in appropriate record management systems.

Supervision

Supervision Scope: Performs a variety of routine operational and administrative duties requiring the exercise of considerable judgment; a working knowledge of police, fire, ambulance, animal control, and public works operations; the ability to work with numerous interruptions; and is responsible for following through on all shift-related reports and updating in-coming relief dispatcher of active incidents.

Supervision Received: Works under the general direction of the Communications Center Director following professional standards, procedures and policies; works closely with town public safety departments and is in contact with police shift supervisor, fire and ambulance crews during emergency incidents.

Supervision Given: None.

Job Environment

The Communications Center is normally staffed by one Dispatcher on a 24-hour, 365-day basis. Dispatchers are assigned to rotational work schedules, including day, night, midnight, weekend and holiday shifts. Work is performed in a moderately noisy office with telephone and audible radio traffic, with frequent lobby walk-in interactions with the general public, vendors, delivery persons, and maintenance contractors.

Requires the operation of radio systems, telephones, computers, copiers, facsimile machines, and other standard office equipment.

Has access to confidential law enforcement information such as motor vehicle files, criminal history records, firearm permits and judicial offender-based court records.

Makes frequent contact with other municipal departments, specifically police, fire and ambulance services, utility companies, vendors and contractors, and the general public via telephone and facsimile machine; periodic contact with state, regional and other municipalities.

Essential Job Responsibilities

(The essential functions or duties listed below are intended only as illustrations 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.)

- Receives emergency and routine telephone calls and relays requests for assistance to police, fire, ambulance, animal control, public works and other Town departments via telephone, text and radio communications.
- Operates NG-911 telephone systems; provides Emergency Medical Dispatch (EMD) services to the general public; transfers calls to SW CMED for pre-arrival instructions when required.
- Activate fire and ambulance communication signals and dispatches police, fire and medical responders, relays fire, burglar, panic, medical and water company alarms to police, fire, ambulance, and other Town departments.
- Accesses computer terminals to input, retrieve and transmit sensitive law enforcement information from state motor vehicle files and National Crime Information Center (NCIC) records.
- Records all communication and service transactions in electronic records management systems and appropriate activity logs.
- Plans, organizes and performs work according to standardized department procedures; establishes priorities within daily shift assignments; ability to multitask.
- Monitors fax/teletype system for significant information and informs police shift supervisor of the same.
- Interacts extensively and professionally with the public, particularly by telephone; provides general information to the public; displays exceptional interpersonal skills at all times.
- Occasionally performs a variety of clerical duties such as data entry, filing, and filling out routine forms.

Other Functions

- Ability to hear and relay messages with a very high degree of accuracy.
- Ability to speak clearly and understandably in the English language, using clear diction.
- Ability to communicate effectively and perform manual tasks under emergency conditions and time constraints.
- Ability to exercise common sense and follow written and oral instructions precisely.
- Ability to use good judgment and decision-making skills to evaluate situations, establish priorities and dispatch appropriate resources.
- Ability to acquire working knowledge of police, fire, ambulance, animal control and public works routine and emergency policies and procedures.
- Knowledge and experience using Google Workspace, Microsoft Office and CAD software.

- Ability to operate computer keyboards and type accurately at a minimum speed of 35 wpm.
- Ability to successfully multitask with a high degree of accuracy.
- Ability to be tactful with the general public and to maintain effective working relationships with other Communication Center employees and Town officials.
- Ability to follow policies and procedures concerning confidentiality.
- Ability to remain alert during long periods of inactivity.
- Physical and emotional stability to work under stressful conditions.
- Perform related work as required.

Minimum Required Qualifications

Education, Training and Experience

The skills and knowledge would generally be acquired with graduation from high school or a GED degree with some college credits, or an associate degree; and a minimum of 120-140 hours of on-the-job training.

Previous experience as a dispatcher, police officer, firefighter, or Emergency Medical Technician a plus, or any combination of work experience and training which provides a demonstrated ability to perform the duties of the position.

Good verbal and written communication skills required; good diction; ability to speak, read, write and understand English without error.

Candidates will be required to be fingerprinted, submit to a toxicology screening, undergo a personal background investigation conducted by the Weston Police Department, and a pre-employment psychiatric interview to determine overall suitability for this type of work.

Special Requirements

Must become Emergency Medical Dispatch (EMD) certified and obtain certification as a NCIC/COLLECT system operator within the initial training period.

Must attend State of Connecticut Telecommunicator training class within one year of hire.

Must be willing to work rotating shifts including days, nights, midnights, weekends and holidays, and overtime shifts as required.

Knowledge, Ability and Skill

Knowledge: Working knowledge of the principles and practices of municipal public safety communications systems; working knowledge of computer systems related to public safety; must develop a working knowledge of public safety radio terminology and codes, routine and emergency procedures for police, fire, ambulance, animal control and public works departments; must develop a working knowledge of town geography including streets, parks, commercial and residential areas, lakes, rivers, natural landmarks and jurisdictional boundaries of the town.

Ability: Ability to establish and maintain effective working relationships with public safety officials, town staff and department vendors; must have strong ability to multi-task in a fast-paced

office environment; must develop highly proficient skills in the use of radio communications equipment, computer-aided dispatch (CAD), and records management systems ((RMS).

Skill: Excellent verbal communications skills; ability to maintain vocal composure under adverse or stressful conditions; reading and understanding policy and procedure manuals and memorandum; listening while at the same time performing various tasks; talking while at the same time operating dispatch equipment; projecting one’s voice clearly and audibly with appropriate tone, phrasing, diction and rate of speed so as to be understood.

Physical and Mental Requirements

Work Environment	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor Weather Conditions	X			
Work in high, precarious places	X			
Work with toxic or caustic chemicals	X			
Work with fumes or airborne particles	X			
Non weather related – extreme heat/cold	X			
Work near moving mechanical parts	X			
Risk of electrical shock	X			
Vibration	X			
Other - Multiple telephone calls				X
Other - Audible radio traffic				X

Physical Activity	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing		X		
Walking		X		
Sitting				X
Talking & Hearing				X
Using hands/fingers to handle/feel				X
Climbing or balancing	X			
Stooping, kneeling, crouching, crawling		X		
Reaching with hands and arms		X		
Tasting or smelling	X			
Bending, pulling, pushing		X		
Other - Use of radio and computer consoles				X

Lifting Requirements	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		X		
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 75 pounds	X			
Up to 100 pounds	X			
Noise Levels	None	Under 1/3	1/3 to 2/3	Over 2/3
Very Quiet (forest, isolation booth)		X		
Quiet (library, private office)		X		
Moderate noise (computer, light traffic)				X
Loud Noise (heavy equipment/traffic)	X			

Very Loud (jack hammer work)	x			
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Vision Requirements

- Close vision (i.e. clear vision at 20 inches or less)
- Distance vision (i.e. clear vision at 20 feet or more)
- Color vision (i.e. ability to identify and distinguish colors)
- Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- Depth perception (i.e. three dimensional vision, ability to judge distances and spatial relationships)
- No related vision requirements

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)

REV: 02/18