

**CITY OF SHELTON JOB POSTING 09012020**

**SHELTON POLICE DEPARTMENT**

**JOB TITLE: POLICE DISPATCHER**

**YEARLY SALARY: \$47,990 - \$57,131**

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**NOTICE OF PROMOTIONAL EXAM:**

**Pursuant to Article VII of the City's Merit System, there will be a promotional examination for current City of Shelton employees, who apply for the position and who meet the following minimum qualifications as stated in the job description for the Dispatcher position in the Shelton Police Department.**

**GENERAL DESCRIPTION:** This is a responsible position involving receiving and transmitting emergency and administrative messages over a combined police, fire and medical communications system. Work involves receiving telephone, radio calls and mechanical alarm signals, entering and retrieving information into and from the Computer Aided Dispatch system (CAD). The work requires that the employee have good knowledge, skill and ability in dealing with the general public, emergency personnel and emergency related agencies in a professional and courteous manner.

**SUPERVISION RECEIVED:** Works under the general supervision of the Chief of Police or his designee, and is responsible to him/her for the successful completion of each job assigned.

**EXAMPLES OF DUTIES:** Plans, organizes and performs work according to standardized procedures. Inputs, manages, and retrieves data and information into and from the Computer Aided Dispatch system (CAD) and the National Crime Information System. Receives telephone, radio calls and mechanical alarm signals for police, fire or medical emergency services. Dispatches police vehicles by radio and receives and transmits orders and instructions using appropriate code language to police officers at the scene of an emergency. Coordinates radio communication with State Police and other local Police Departments as needed. Receives fire emergency calls, or fire security system signal, sounds alarm and monitors equipment responding by radio. Dispatches police vehicle to emergency medical calls, notifies ambulance service to respond as needed. Receives and transmits calls to Canine Control Officers. Reports major criminal or emergency calls to Chief of Police or Officer in Charge. Prepares court information from records and files and case incident reports and prepares other necessary reports. Maintains daily log, wrecker rotation log and security systems files. Monitors prisoner cells by internal television system. Performs related administrative-clerical duties as required.

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The Dispatcher Job Description is attached describing the examples of duties, knowledge, skills and abilities and supervision given and a more detailed job description, which terms and conditions will apply to each candidate.

**KNOWLEDGE, SKILLS AND ABILITIES:** Technical skills and knowledge acquired from prior communications experience or on-the-job training. Ability to verbally communicate effectively under stressful conditions. Ability to type. Ability to operate CAD system, and basic computer system and acquire proficiency in use of computer programs and software used in the Shelton Police Department. Ability to acquire knowledge of the road network(s) and locations of primary government buildings, schools, bodies of water, fire stations, etc. located in the City of Shelton. Considerable knowledge of general office procedures, practices and equipment including specialized computer systems. Employee must have good skill in operating multi-extension phone system. Ability to gain knowledge of regulations and procedures relative to the Shelton Police Department rules, regulations and policies. Good ability to understand and follow oral and written instructions, commands and orders from superiors and Police personnel and to communicate effectively orally, via telephone or in person and strong ability in written communication. Must be able to establish and maintain effective working relationships with the administration, superiors, associates, and the general public.

**EDUCATION, EXPERIENCE AND TRAINING:** Graduation from High School or its equivalent. Prior communications and dispatching experience desirable. Knowledge of Public Safety operations desirable. Completion of additional certification and training: NIMS 100 and NIMS 700 training; a three day NCIC course, a public safety tele-communicator training class and successful completion of a NG-911 training module and/or such updates as may from time to time be required by the Shelton Police Department or other governing agency.

**STARTING SALARY RANGE/JOB CLASSIFICATION:** \$47,990 - \$57,131. This position is subject to the terms and conditions of the Collective Bargaining Agreement between the City of Shelton and Local 1303-238, Council #4, AFSCME, AFL-CIO dated May 18, 2018. Admin-Clerical Union Job Classification "D". This position is a forty (40) hour per week position and comes with standard City of Shelton benefits package.

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**HOW TO APPLY:** Applicants may complete a City of Shelton job application available on the City of Shelton website [www.cityofshelton.org](http://www.cityofshelton.org) (Human Resources page) or on the Job Posting Bulletin Board located outside the Human Resources Department, Shelton City Hall, 54 Hill Street, Shelton, CT 06484.

**APPLICATION CLOSING DATE:** Applications will be accepted through **5:30 pm Friday, September 25, 2020** at Shelton City Hall, Human Resources Office on the first floor of Shelton City Hall, 54 Hill Street, Shelton, CT 06484.

**MERIT SYSTEM TESTING:** Applications will be reviewed to ensure that each applicant meets the minimum qualification requirements. Pursuant to Article VII of the Merit System, the qualified candidates will be invited to participate in an oral panel interview. A score of the oral interview will determine the ranking assigned to each candidate. The top ten (10) candidates will remain on a certified hiring list for at least one year from which the City will promote. **Pursuant to Article VII, this position shall be a promotional examination.**

**PROBATIONARY PERIOD:** Pursuant to Article VI Section 6.1 of the Collective Bargaining Agreement between the City of Shelton and Local 1303-238, Council #4, AFSCME, AFL-CIO dated May 18, 2018, the successful applicant shall be considered probationary for six (6) months following the first day of work for the City of Shelton unless otherwise modified.

This position description should not be construed as a complete listing of all duties and is not a contract of employment. The City of Shelton is an equal opportunity employer. EOE/MF

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**GENERAL DESCRIPTION:** This is a responsible position involving receiving and transmitting emergency and administrative messages over a combined police, fire and medical communications system. Work involves receiving telephone, radio calls and mechanical alarm signals, entering and retrieving information into and from the Computer Aided Dispatch system (CAD). The work requires that the employee have good knowledge, skill and ability in dealing with the general public, emergency personnel and emergency related agencies in a professional and courteous manner.

**SUPERVISION RECEIVED:** Works under the general supervision of the Chief of Police or his designee.

**EXAMPLES OF DUTIES:**

- Plans, organizes and performs work according to standardized procedures.
- Receives telephone, radio calls and mechanical alarm signals for police, fire or medical emergency services.
- Enters information into Computer Aided Dispatch system (CAD).
- Retrieves information for dispatch from CAD System.
- Dispatches police vehicles by radio, receives and transmits orders and instructions using appropriate code language to police officers at the scene of an emergency.
- Coordinates with Patrol Sergeant, dispatching of back-up units.
- Coordinates radio communication with State Police and other local Police Departments as needed.
- Receives fire emergency calls, or fire security system signal, sounds alarm and monitors equipment responding by radio.
- Dispatches police vehicle to emergency medical calls, notifies ambulance service to respond as needed.
- Uses computer terminal to input, retrieve and transmit information from National Crime Information System.
- Receives and transmits information from state motor vehicle files to patrol officers.
- Receives and transmits calls to Canine Control Officers.
- Reports major criminal or emergency calls to Chief of Police or Officer in Charge.
- Enters data into computer system for records keeping.
- Retrieves data from computer system and assists in preparation of court information files and case incident reports and prepares files and records.
- Maintains daily log, wrecker rotation log and security systems files.
- Responds to after-hour informational calls for town departments.

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- Tests and performs minor maintenance on equipment.
- Reports equipment failure to supervisor.
- Monitors prisoner cells by internal television system.
- To comply with all rules, regulations, policies and special orders of the Shelton Police Department.
- Performs related administrative-clerical duties as required.

**KNOWLEDGE, SKILLS AND ABILITIES:** Technical skills and knowledge acquired from prior communications experience or on-the-job training. Ability to verbally communicate effectively under stressful conditions. Ability to type. Ability to operate CAD system, and basic computer system and acquire proficiency in use of computer programs and software used in the Shelton Police Department. Ability to acquire knowledge of the road network(s) and locations of primary government buildings, schools, bodies of water, fire stations, etc. located in the City of Shelton. Considerable knowledge of general office procedures, practices and equipment including specialized computer systems. Employee must have good skill in operating multi-extension phone system. Ability to gain knowledge of regulations and procedures relative to the Shelton Police Department rules, regulations and policies. Good ability to understand and follow oral and written instructions, commands and orders from superiors and Police personnel and to communicate effectively orally, via telephone or in person and strong ability in written communication. Must be able to establish and maintain effective working relationships with the administration, superiors, associates, and the general public.

**EDUCATION, EXPERIENCE AND TRAINING:** Graduation from High School or its equivalent. Prior communications and dispatching experience desirable. Knowledge of Public Safety operations desirable.

**PROBATIONARY PERIOD:** As per the collective bargaining agreement between the City and the Shelton Admin-Clerical Union- Six (6) months, after successful completion of the following additional certification and training: NIMS 100 and NIMS 700 training; a three day NCIC course, a public safety tele-communicator training class and successful completion of a NG-911 training module and/or such updates as may from time to time be required by the Shelton Police Department or other governing agency.

**SALARY:** Pay Grade D, CBA Appendix A and B

This description lists only those job duties necessary for salary evaluation and does not include each and every job requirement.