

Borough of Naugatuck
Naugatuck, Connecticut

Job
Description

Job Title: Emergency Dispatcher

Department: Police

Job Code

Wage/Hour Status:

Exempt Nonexempt

Union Designation UPSEU 15B

Grade

Summary:

Reports To: Shall work under the direction of the Chief of Police or his designee, in accordance with the Rules and Regulations of the Naugatuck Police Department and scheduling requirements of the Police Department. Receives job supervision from assigned shift supervisor.

Titles Supervised: N/A

Essential Duties & Responsibilities:

1. Receives emergency and administrative calls and messages; operates telephone and radio systems; dispatches manpower to emergency and routine incidents and resources as outlined in department procedures.
2. Police radio dispatcher: Answers the telephone and 911 system; collects required information and assigns proper patrol unit.
3. Answers and asks a variety of questions in order to determine the nature and extent of an emergency.
4. Maintains police log forms as necessary
5. Maintains and operates police in-house computer system.
6. Operates state of CT "Collect" computer and N.C.I.C computer systems.
7. Participates in all phases of training necessary to acquire the knowledge and skills required of the position.
8. Monitor all security cameras, including prisoners.
9. Performs other duties as assigned.

Minimum Qualifications:

Education: High school diploma or equivalent. Post High School education is preferred.

Experience: Minimum one year as a public safety dispatcher desired.

Licensure: Certification as a State of CT 911 Emergency Dispatcher and Medical Response Technician (MRT) is highly preferred.

Knowledge/Skills/Abilities: Ability to deal with the general public (including crisis and stressful situations) Ability to understand and speak either Spanish/Portugese is highly preferred. Ability to operate 2-way radios, computer keyboards with typing skills of 40 W.P.M; proper oral and written communication skills; must be able to follow verbal and written directions; ability to react quickly and calmly in an emergency situation. Ability to establish and maintain effective working relationships with associates and the public. Should have knowledge of the Borough of Naugatuck, include general demographics prior to completion of probationary period. Ability to multi-task.

Physical and Mental Demands: (See back of page.)

This description of responsibilities is intended to reflect the major responsibilities and duties of the job, but is not intended to describe minor duties or other responsibilities as may be assigned from time to time.

Borough of Naugatuck, Connecticut

Essential Physical and Mental Requirements

<u>Physical Demands</u>	Continuous Over 70%	Frequent 40%-69%	Occasional 15% - 39%	Rarely Up to 15%
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Crouching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing / Pulling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting / Lowering				
1 – 15 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15 – 30 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
30 – 50 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Over 50 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fine Hand / Eye Coordination	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Color Discrimination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Hearing Ability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Visual Monitoring)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Language & Concentration Requirements</u>	Continuous Over 70%	Frequent 40% - 69%	Occasional 15% - 39%	Rarely Up to 15%
Concentration to Detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attention Span of 1 + Hours on a Task	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Ability to Remember Multiple Tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Oral Communication	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Written Communication	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Environmental Hazards</u>	Continuous Over 70%	Frequent 40% - 69%	Occasional 15% - 39%	Rarely Up to 15%
Exposure to Blood and Body Fluids	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to Toxins, Cytotoxins, Poisons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to Extreme Heat, Cold, Temp Fluctuations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to Hazardous Chemicals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to Radiation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The Borough of Naugatuck strictly complies with all OSHA regulations that limit exposure to these environmental hazards. Every employee exposed to such hazards will be trained on the use of protective equipment and will be required to use any protective equipment recommended.

Date Signed:	Employee Signature:
Date Signed:	Department Head Signature:
Date Signed:	Human Resources Signature: