



## Job Opportunity

### Telecommunications Dispatcher

**Location:** Darien Police Department, 25 Hecker Avenue, Darien, CT

**Hours:** Full-time, average of 37.5 hours per week.

**Shifts\* &** Overnight Shift: 10:30 p.m. to 6:30 a.m., including paid meal break

**Starting Salary:** \$66,678 to \$73,057 annually, DOE (plus a \$1.00/hr shift differential for overnight shift)

**Benefits:** Eligible for full benefits package including health / dental / vision insurance, defined contribution retirement plan, Town paid life insurance, paid holidays, vacation, sick leave, personal leave, and Town paid short-term disability insurance.

**Closing Date:** November 15, 2023

\*Incumbents in this position will be required to work a rotating schedule that includes weekends and some holidays. Mandatory overtime may be required at times during emergencies or other public safety-related events, and to cover unforeseen absences. For approximately the first three months of service, incumbents will be in a training program and may be scheduled to work a combination of day and evening shifts. Following training, the incumbent will be assigned to the overnight shift. The shifts (Day, Evening & Overnight) are bid for 3-month periods. Currently the only vacancies are on the overnight shift, but assignment of different shifts is possible depending on seniority and what shifts other employees bid for.

#### **Distinguishing Characteristics:**

In this civilian position, the incumbent performs all duties generally associated with the Communications Center located at the Darien Police Headquarters.

**Supervision Received:** Works under the immediate and close supervision of the Administrative Lieutenant and employees of a higher grade to whom on-the-job training or supervision has been delegated.

#### **Examples of Essential Duties:**

- Answers 911 telephone calls, determines and evaluates emergency or non-emergency situations, prioritizing multiple calls, obtaining information required for immediate and appropriate emergency response by police, fire, EMS or other agencies;
- Contacts town officials, wrecker services, or service providers as requested or required;
- Dispatches and responds to emergency calls including police, fire, medical and other emergencies;
- Efficiently enters all required information for all incidents into the computer-aided dispatch (CAD) or other systems per department protocol;
- Maintains all necessary contact lists and extensive knowledge of department procedures and protocols;
- Maintains familiarity with town geography and quickly interprets computer-based mapping programs;
- Maintains radio communications with various law enforcement and emergency services personnel;
- Monitors all radio traffic and appropriately responds to same per protocol;

- Monitors interior and exterior headquarters security cameras for security issues or threats;
- Monitors status of all police, fire, and EMS units;
- Monitors well-being of prisoners in cellblock prisoner processing area via CCTV;
- Operates communications equipment such as: computer, radio, telephone and related communications equipment;
- Operates computer-assisted dispatch (CAD), national crime information center (NCIC) and Connecticut on-line law enforcement communications teleprocessing (COLLECT) systems;
- Performs clerical tasks and related work as directed;
- Professionally and courteously interacts with and assists persons at the “walk-up” window at police headquarters;
- Receives EMS phone calls and refers same to CMED; and
- Related work as assigned.

### **Minimum Qualifications:**

- One (1) year of experience in dispatching and operation of communication equipment or any other experience and training that could reasonably be expected to provide the knowledge, skills, and abilities listed below.

### **Special Requirements:**

- Required to successfully complete a one (1) year training program that shall serve as the Probationary Period, and may be extended up to a maximum of an additional six (6) months.
- Required within one (1) year of appointment to receive and retain certification as a State Telecommunicator.
- Required within one (1) year of appointment to receive and retain certification in NCIC and COLLECT systems, NIMS level 100 and 700, and Emergency Medical Dispatcher (EMD), and E-911 and any other State of Connecticut and/or Darien Police Department certifications specific to the Telecommunications Dispatcher as required during the course of their employment.

### **Knowledge, Skills and Abilities**

- Ability to successfully multi-task is key to this position;
- Knowledge of and ability to interpret and apply state and federal laws, statutes, regulations and procedural guidelines relating to communications, radio and other;
- Knowledge of principles, practices, and methods related to dispatch and communication;
- Knowledge of terminology and coding used in radio communications;
- Strong proficiency with Microsoft Word, Outlook and Excel and computer keyboarding skills of 45 wpm;
- Interpersonal skills and ability to communicate clearly and effectively in person, telephone, and in writing;
- Ability to efficiently operate computer based programs, computers, two-way radios, multiple button telephones, telecommunications device for the deaf (TDD), dispatch and recording equipment;
- Ability to establish and maintain working relationships with all department personnel and contacts;
- Ability to exercise common sense and sound judgment in quickly determining an appropriate course of action;
- Ability to exercise discretion in handling confidential information and maintain a high standard of ethical conduct;
- Ability to function and react calmly, effectively and efficiently under stress;
- Ability to listen and communicate calmly, effectively and courteously in emergency and non-emergency situations;
- Ability to maintain records;
- Ability to perform independently; and
- Ability to read, interpret, and follow both verbal and written instructions.

**Screening Requirements:** In addition to the checking of references and facts stated in the application, a thorough background investigation will be made before persons are certified for permanent appointment. A physical examination and drug screening is required. Applicants for this class must possess normal hearing and vision. The work can require long periods of sitting, standing, and concentration on multi-color computer programs on multiple computer screens. The work may require extended wearing of headphones. Good close, peripheral, and color vision is required. Good hand/eye coordination is required.

**Application Procedure**

Applications must be submitted online via [PoliceApp.com](https://www.policeapp.com). Please complete the PoliceApp.com application and submit the following two (2) documents: (1) Cover Letter, and (2) Resume.

*The Town of Darien is an equal opportunity employer and does not discriminate on the basis of race, color, religious creed, age, gender, gender identity or expression, national origin, marital status, ancestry, present or past history of intellectual disability, learning disability or physical disability, veteran status, sexual orientation, genetic information or criminal record. In compliance with the Americans with Disabilities Act, the Town will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the Town when necessary.*

Posted: 10-10-2023