



POSITION AVAILABLE

TITLE:

Full-time Dispatcher

Fulltime shift: Starting shift from 3pm to 11:30 pm M-F at the Police Department focusing on Police calls. This shift and focus will move to covering all types of calls in the near future, including fire and EMS, and an alternate 12 hour shift from 7am to 7pm or 7pm to 7am following the Pitman Schedule.

DESCRIPTION: To manage the incoming communication for the Police, Fire and EMS 911 system and routine calls and transmit information to the proper officer, agency or unit of the Departments in a timely manner.

- ◆ Receives incoming telephone messages and complaints, maintains a record thereof and assigns an incident number where required.
- ◆ Relays all messages and complaints received by telephone or otherwise to the proper officer, agency or unit of the Departments.
- ◆ Receives and transmits radio communications as may be required. Keeps continual radio communication with all police, fire and EMS vehicles on the road.
- ◆ Provides pre-arrival instructions as outlined by department procedures to callers when necessary.
- ◆ Act as greeter to building guests/visitors. Must handle paper form requests and provide information as available.
- ◆ Responsible for security system operations and 911-system being correct and properly maintained.
- ◆ Transmits over the collect system only those messages authorized by competent authority and keeps information received over that system in strict confidence.
- ◆ Keeps all emergency medical calls in strict confidence and transfers any requests for fire or EMS information to a department officer
- ◆ Operates computer for entry of police records, ems charts, fire records, incident reports, and search programs as required.
- ◆ Maintains all material relating to police, fire and EMS dispatching
- ◆ Regular attendance as required by the position

QUALIFICATIONS:

- ◆ High School graduate.
- ◆ Experience in radio procedures and operation of computerized information retrieval systems desirable.
- ◆ Data Entry 35 w.p.m.
- ◆ Ability to deal with the public using tact, diplomacy and discretion.
- ◆ Knowledge of all streets, buildings and general information regarding the Town.
- ◆ Ability to pass and maintain NCIC/Collect clearance, Telecommunicator and EMD.

HIRING RATE: \$20.52 UPSEU Grade Level 11, Step One
Will increase to \$25.71 UPSEU Grade 16, Step 1 when fully in Central Dispatch.

Apply to Human Resources, Town of Ridgefield via email at personnel@ridgefieldct.org
or fax us your resume at 203/431-2328.

Applications may be downloaded from our website at www.ridgefieldct.org