

Town of Hamden
Central Communications Technician

Classified/Competitive
Department: Hamden P.D.

B.U.: UE Local #222, CILU/CIPU
Salary: Schedule A

Position Definition:

In the Police Department, this position is accountable for providing a communication link between personnel and Town residents by responding to calls of an emergency nature or other complaint. Responsible for taking calls and dispatching emergency equipment to the community as needed.

Supervision Received:

Works under the direct supervision of the Chief of Police or other designated authorized Police Supervisor; works more independently with acquired experience.

Examples of Essential Job Duties:

Uses a computer-aided dispatch system, receives emergency calls from the public requesting police, fire, medical or other emergency services. Determines the nature and location of emergencies; determines priorities, and dispatches police, fire, and other emergency units as necessary, in accordance with established procedures. Receives and processes 911 emergency calls, maintains contact with all police and fire units on assignment. Answers calls from the public and responds to complaints and emergency situations by dispatching appropriate personnel and resources to incidents; operates communications equipment not limited to include two-way radio, telephone, automated dispatch console, and related communications equipment; dispatches emergency equipment as needed, on incidents of special concerns; contacts appropriate authorities; monitors other radio frequencies and dispatches backup assistance to other police and fire departments when needed; maintains records of communications received; records, codes and enters pertinent law enforcement information and daily activity data into computer terminal(s); provides general information to the public, acts as the main contact point for the Town of Hamden after business hours and on weekends; fields questions and concerns of a civil nature pertinent to Town ordinances & policies, performs related duties as required.

Minimum Qualifications Required:

The successful candidate must possess a High School Diploma or Equivalency; technical training in communications; two years of experience in telephone or radio communications is preferred.

Knowledge, Skills and Ability:

Ability to acquire a working knowledge of police, fire and emergency medical practices and procedures; must possess strong interpersonal skills; the ability to speak proper English and to enunciate clearly; ability to multitask under stressful situations and in a fast paced environment; ability to type with proficiency in a computer based environment with a high degree of accuracy; ability to operate office and communications equipment; ability to follow oral and written instructions; ability to think and act quickly and according to established protocols and standard operating procedures in emergency and highly emotional situations with reason, judgment and discretion; ability to accurately enter computer records and maintain same, ability to comprehend and follow written Fire and Police Department's operating procedures.

Certification and Required Training:

Non-Certified 9-1-1 Communicators will be trained by the department to meet the standards required by both State and local entities. Incumbents in this class must receive and maintain certification as a Telecommunicator within one (1) year of their appointment. Additionally, those considered for the position must successfully pass and maintain throughout his/her employment the following certifications:

- a) Telecommunicator Certificate and/or Powerphone equivalent
- b) Emergency Medical Dispatch (EMD)
- c) COLLECT/N.C.I.C. Certification through the Connecticut State Police
- d) CPR-AED Certification
- e) E-911 Certification

Special Requirements:

Applicants will undergo a rigorous and in-depth background investigation and a comprehensive medical examination that includes drug testing, prior to employment. Applicants must possess normal hearing or meet the criteria to perform the listed duties with corrected hearing as certified by a medical authority. An applicant may be disqualified for poor employment history, recent use of illegal drugs, or previously undetected criminal activity. Candidates will be required to authorize a release of personal information including, but not limited to, educational, financial/credit agencies and institutions, medical history, employment history, legal complaints, arrests, or convictions and motor vehicle history. Any omission, falsification, fabrication, lie or misleading statement will automatically result in disqualification from further consideration of employment. No applicant will be accepted with any felony conviction.

Physical Exertion/Environmental Conditions:

Incumbents in this class are required to work at a keyboard/console position, using a headset in a tiring position for long periods of time; performs daily work in a stressful environment; must communicate information in a timely manner; may be required to sit for long periods of time without interruption or relief; works in a basic office environment with restricted access to work station in a secure Police Department facility; Monitoring of all voice communications while at work, and video/audio monitoring in the building due to the nature of the complex. Incumbents in this class are required to work a schedule that includes shifts covering a twenty-four hour period that are assigned by seniority, and includes weekends and holidays.

The Police Chief reserves the right to reject any eligible candidate whom, on the basis of background and character investigation or medical examination, does not appear to be the most suitable qualified candidate for the position in accordance with the provisions of the Hamden Civil Service Commission's Rules and Regulations.

Note: the above description is illustrative of tasks and responsibilities. It is not meant to be inclusive of every task and responsibility. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

Approved by the Civil Service Commission on July 16, 2012.