

Town of Granby

PUBLIC SAFETY DISPATCHER

OBJECTIVES

Under the general direction of the Captain or designated supervisor, receives and transmits emergency and administrative messages over a combined police, fire, medical and town department of public works communications system, and performs clerical support for the Department as required

ESSENTIAL FUNCTIONS

- Receives telephone calls for police, fire and emergency medical services under an E-911 regional dispatch center. Takes telephone calls for police, fire, emergency medical services and general information and then routes calls to proper agencies and personnel.
- Monitors the activities and locations of all police officers for the Town of Granby, fire apparatus, and ambulances for the towns of Granby, East Granby, and East Hartland to insure all personnel safety.
- Monitors various police and fire radio frequencies.
- Monitors, interprets and transmits information using the National Crime Information System (NCIC) and the Connecticut On Line Law Enforcement Communication Teleprocessing System (COLLECT).
- Types police reports, tabulates data, and maintains the daily journal, indexes, logs and files as required.
- Monitors silent alarm panel and acts on alarms of fire and burglaries.
- Operates and maintains video and audio recording equipment for phone and radio frequencies, and surveillance camera equipment.
- Notifies command officers, town officials and supervisory personnel as directed about the nature of emergencies.
- Receives all emergency telephone calls for town departments after operating hours and notifies appropriate personnel.

- Dispatches fire and emergency medical services for the Towns of Granby, East Granby and East Hartland.
- Performs related work as required.
- Works all shifts as assigned.
- Trains and instructs new employees and part-time dispatchers.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Ability to acquire and skill in the operation of all equipment in the communications center.
- Ability to speak clearly and precisely and to react quickly, calmly and accurately in emergency situations.
- Ability to understand and carry out procedures and regulations given verbally and in writing.
- Ability to deal effectively with Town staff and the public.
- Ability to type and maintain protocol in regards to confidentiality.
- Ability to work independently with little or no supervision.
- Ability to give pre-arrival instructions for police, fire and medical incidents.

REQUIRED EQUIPMENT OPERATION

Operates dispatch equipment, telephone, computer, typewriter, copier and other standard office equipment.

REQUIRED PHYSICAL EFFORT

- Sitting at a dispatcher's station and working over extended periods of time
- Walking throughout the building
- Lifting and carrying heavy materials and equipment.

REQUIRED QUALIFICATIONS (Minimum)

High School diploma and some communications or emergency service experience.

SPECIAL REQUIREMENTS

- COLLECT System Certification.
- E-911 certification.
- Connecticut Telecommunication School certification.
- CPR certification
- Emergency Medical Dispatch certification.