



PUBLIC SAFETY DISPATCHER

The Town of Stratford is accepting applications for the position of Full Time Public Safety Dispatcher. Duties include, but are not limited to: provide emergency and non-emergency radio communication, dispatch service telephone contact and CAD (Computer Aided Dispatch) reports for the Stratford's Police, Fire and EMS Departments. Establish dispatch priorities based upon nature of request for services, availability of units in service, and other pertinent information. Operates computer system in accordance with Department and NCIC regulations and policies and relays information from this system to police personnel. May require unrestricted mandatory overtime.

Our Candidate: The ideal candidate must be able to work in a fast paced work environment; receive, analyze, process, and disseminate emergency and non-emergency information provided by citizens and public safety personnel via telephone and radio; and provide excellent customer service. Responsibilities also include using the Computer Aided Dispatch (CAD) system, maintaining radio logs and performing typing assignments. Must have ability to operate and monitor radio and on-line computer telecommunications systems under stressful and demanding emergency situations. Sufficient knowledge of the physical layout of streets and buildings in the Town of Stratford is necessary to accurately guide those requesting directions. Dispatchers must be available for all shifts in a 24 hour period, including weekends and holidays; work overtime; and have varying days off. A high school diploma or equivalent is required and experience working in fast-paced and productive environment providing superior customer service. A combination of education and experience that provides equivalent knowledge, skills, and abilities will be considered. One (1) year of previous public safety dispatching and EMD certification and CPR at health provider level is preferred. Computer skills

and accurate typing at 45 words per minute. Must possess demonstrated effective stress management skills.

Special Note: The selection process will include a pre-employment computer simulated dispatch assessment and oral interviews. Additionally, final candidates will be required to successfully pass the Public Safety background process prior to appointment. Post-employment offer will include an extensive criminal background investigation, psychological examination and drug screening. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions. Work environment is in a closed and restricted office setting with the same coworkers for extended periods of time. Frequent telephone communication with citizens in stressful situations who are unable to communicate effectively. Continuous speaking, conversing on telephone and computer operation. Must have ability to function for extended hours day and night. Must possess necessary motor skills to operate a computer/typewriter keyboard, telephone, recording device and various office skills. Sitting, stooping, bending, reaching, pulling, pushing, grasping, talking, seeing, hearing, reading, and repetitive keyboard motions as well as extended periods of sitting.

Starting Salary: \$58,909.07 (*Step 1*)

Application Deadline: Until Position(s) is filled

Applications can be found on the town's website at www.townofstratford.com/humanresources and should be submitted to the Town of Stratford, Human Resources Department, 2725 Main Street, Stratford, CT 06615. EEO

Posted 4/28/22