

WANT MORE INFO?  
SCAN OUR QR CODE



**Manchester Police Department  
Communications Division  
239 Middle Tpk East  
Manchester CT 06040  
860-645-5500**

*The Town of Manchester shall not discriminate on the basis of race, color, creed, age, sex, national origin, physical disability or sexual orientation. The Human Resources Department provides reasonable accommodation to persons with disabilities in accordance with the Americans with Disabilities Act (ADA). If you need an accommodation in the application or testing process, please contact the Human Resources Department. The Manchester Police Department is an equal opportunity employer that seeks a diverse group of qualified individuals willing to embrace our mission.*

**911 IS CALLING!  
WILL YOU ANSWER  
THE CALL?  
MANCHESTER 911 IS  
HIRING  
PUBLIC SAFETY  
DISPATCHERS!**

**DO YOU WANT A CAREER  
THAT WILL MAKE A  
DIFFERENCE?**

**SAVE A LIFE / CHANGE A  
LIFE?**

**WITHOUT EVER LEAVING  
THE BUILDING?**



Don't love what you're doing for a job right now?

Looking for a career?

Join us in the exciting field and fast paced action of 911 Telecommunications.

Every day is a new and different day in Emergency Communications.

It's not just a job. It's a fulfilling career.

### Hiring process:

Complete the online application

Applications reviewed for qualifications

Written test

Initial interview

Dispatch observation

Second interview

Background investigation

Psychological screening

Medical/Hearing exam

Welcome aboard!

### STATISTICS 2020:

**4<sup>th</sup> highest 911 call center in Hartford County**

911 Calls – 22962

Routine Calls – 123246

Total dispatched calls - 69034

## WHAT WE DO IN OUR 911 CENTER

Call taking: We are the 1<sup>st</sup> First Responder on any call. We receive calls from the public, both emergency and non-emergency and triage the call.

Dispatching: We coordinate and dispatch police, fire, and EMS services. We send emergency services and provide updates for responders.

We are the voice of calm during chaos. We are the ears of the officers, firefighters, paramedics and EMT's before and after they arrive at a scene.

We work as a team. We rotate days off, work nights/weekends/holidays, and work under a union contract. It's a team effort that makes us successful every day. Would you like to join us?

**We are the Thin Gold Line**



## Are you Qualified?

Are you at least 18 years old

Do you have a high school diploma or an equivalent (GED)

Do you have 1 year of experience in a customer service position or operating communication or switchboard equipment

No Felony convictions

The ability to work nights, days, weekends, and holidays

Multi-tasking ability

Calm demeanor and the ability to handle high stress situations

A desire to help your community

The ability to work in a team environment

## Training:

New-hire training program consists of classroom and on the job training.

Your training will include:

Computer Aided Dispatching Software  
911 Telecommunicator Training  
Emergency Medical Dispatch Training  
COLLECT (State Police) Certification  
CT Telecommunicator Certification  
Continuing Education Courses

## BENEFITS AND COMPENSATION

Salary range \$68,737.08 - \$77,545.15

Yearly EMD stipend \$2000  
Clothing allowance \$225

14 Paid Holidays  
Medical/Dental/Prescription  
Annual Leave  
Sick leave  
Tuition assistance  
Overtime opportunities

401k and 457 Plan