

Litchfield County Dispatch Inc
111 Water Street
Torrington, CT 06790
An Equal Opportunity Employer
Administrative (860) 626-7525
Dispatch (860) 496-0711
Fax (860) 626-7527
Email lcd@lcd911.com

Job Description

Title: Emergency Telecommunicator Dispatcher

Primary Purpose

Under the direct supervision of the Communications Manager and Executive Director, to receive and promptly transmit emergency calls and non-emergency calls to ensure that the public receives the correct emergency and non-emergency services it requires in a timely manner.

Essential Functions

911 dispatchers must respond to emergency and non-emergency calls for assistance and information. They must provide dispatch and communication support services for police, fire, emergency, and related services.

Essential job functions include the following:

- Receives and transmits emergency calls and non-emergency calls via telephone, radio, or other means for the purpose of ensuring that the public receives the correct services it needs in a timely manner.
- Operates a radio console and various computer systems for the purpose of monitoring, dispatching and communication support services for police, fire, emergency, and related services.
- Operates a multi-line telephone console system, alerting system, and TDD system for the deaf and hearing-impaired.
- Translate information to the appropriate emergency codes.
- Determines and assign the level of priority of calls and enters the data into a computer-aided dispatch system for radio dispatch purposes.
- Performs emergency medical, fire and police dispatch and crisis intervention services.
- Ask vital questions to interpret, analyze and anticipate the caller's situation to resolve problems, provide information, dispatch emergency services, provide pre-arrival instructions or refer callers to other public emergency agencies.
- Determines the appropriate number and type of equipment or apparatus to dispatch.
- Monitors and responds to a variety of technical systems and alarms.
- Creates and maintains accurate and well-organized records for documentation and retrieval purposes.
- Assists in training of new employees.
- Maintains and projects a positive professional attitude with the public, dispatch center, fire, police, ambulance personnel and others contacted in the course of work.
- Maintains confidentiality of all LCD information and safeguards all assets of LCD.
- Follows all applicable safety rules, procedures and regulations governing the proper use of equipment used in the performance of duties.

Additional Duties

- Performs other related duties as assigned by the Communications Manager and/or Executive Director.

Knowledge, Skills and Abilities

- Knowledge of LCD policies, procedures and protocols.
- Knowledge of applicable laws and regulations relating to the provision of emergency and non-emergency dispatch services.
- Knowledge of data information systems and data analysis.
- Effective verbal and written communication skills.
- Effective computer skills as needed for work (e.g., Data Entry, Word processing, Email, Google Earth), including the ability to correctly type a minimum of 3750 KPH.
- Ability to organize and coordinate work.
- Ability to focus and maintain concentration for extended periods of time.
- Ability to maintain composure and function under the stress of emergency situations
- Ability to read, write, speak, and understand English.
- Ability to engage in self-evaluation with regard to performance and professional growth.
- Ability to accept constructive feedback regarding work performance.
- Ability to establish and maintain cooperative working relationships with others contacted in the course of work.

Physical and Mental Demands, Work Hazards

- Works in standard office building environments.

Note: Also see the Summary of Physical, Sensory and Environmental Requirements Needed to Perform Essential Functions for this position.

Qualifications Profile

Any combination of education and experience providing the required skill and knowledge for successful performance would be qualifying. Qualifications include:

- High School Diploma or completion of sufficient education to successfully perform the duties of the position.
- Successful prior experience working as a Dispatcher preferred.
- Must obtain CT State Telecommunicator certification within 12 months of employment.
- Must obtain the LCD approved EMD/EPD/EFD program certification within 3 months of employment.
- COLLECT certification within 3 months of employment.
- Motor Vehicle Operator's License or ability to provide own transportation.

FLSA Status: **Non-exempt**