

Public Safety Dispatcher

General Description:

This is responsible public communications work involving accurate receipt and appropriate response to public calls made to the City of Meriden.

Work involves responsibility for prompt and accurate receipt of messages of an emergency or administrative nature and the dispatching of appropriate personnel and equipment as required by the particular circumstances. Duties include receiving calls for service from the public, broadcasting appropriate instructions to police radio units or to other services, such as the Fire Department, Highway Department, Dog Warden or other police departments. The position also has the responsibility for frequently making critical emergency response decisions. The work requires that the employee have considerable knowledge, skill and ability to perceive, reason and communicate with persons who may be in many different emotional states and to respond appropriately.

Supervision Received:

Works under the direction of a supervisor in the Communication Division.

Examples of Duties:

Receives and determines appropriate response to police, fire and emergency calls.

Redirects calls to the appropriate service(s) e.g., city Highway Department, Dog Warden, Recreation Department, State Police, etc.

Records call, broadcasts and complaints received and maintains appropriate records.

Broadcasts information to police radio patrol units in vicinity regarding complaints and relays instructions or questions from remote units.

Operates telephone console, radio console and computer terminal and monitors alarm systems.

Monitors cell-block cameras.

Performs related work as required.

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Knowledge, Skills and Ability:

Good knowledge of appropriate city services and procedures.

Good knowledge of radio procedures and radio codes.

Considerable ability in oral and written communications.

Considerable ability to remain calm and professional in stressful situations.

Good listening ability.

Qualifications:

A high school diploma or the equivalent plus 3 years of progressively responsible clerical experience including public contact, or an equivalent combination of education and qualifying experience substituting on a year-for-year-basis.

Special Requirements:

Ability to work overtime is an essential component for this position.

