

**CITY OF NEW BRITAIN
CIVIL SERVICE COMMISSION
Announces
An Open Competitive Examination
For**

Job Title:	Public Safety Telecommunicator I Multiple Openings
Salary:	\$51,320.83 - \$65,507.53 days (7 steps) \$53,373.67 – \$68,127.83 evenings (7 steps) \$54,913.30 – \$70,093.06 midnights (7 steps)
Department:	Dispatch
Closing Date:	March 22, 2024

(TO CREATE AN EMPLOYMENT LIST)

This position is represented by UE Local 222, CILU/CIPU, CILU #25

GENERAL STATEMENT OF DUTIES: Performs responsible public safety telecommunications services and other duties as part of a complex highly integrated communications system. Performs telephone attendant services, operates a series of electronic communications and related equipment, records information in manual and automated systems, analyzes query results and displays, renders decisions based on policies and procedures, and often works under extreme pressure. Responsibilities include exercising good judgment, communicating with both the public and service providers effectively, and rendering critical life safety decisions. Reports exceptions to supervisors. Assists in the training and coaching of new employees.

SUPERVISION RECEIVED: Receives oral and written instructions from a Public Safety Telecommunicator in a higher level, or the Public Safety Telecommunications Manager or his designee.

ILLUSTRATIVE EXAMPLES OF WORK: During a training period, develops a working knowledge and understanding of the public safety communications system including component technologies and services. May attend and is required to successfully complete mandated certifications by the local, state, and federal authorities including but not limited to Public Safety Telecommunicator training, 9-1-1 training, COLLECT/NCIC, emergency medical dispatch, and emergency management. After successfully completing the certificate training, performs duties, under supervision, with gradually increasing responsibilities. Responds to calls and other requests for public safety assistance. Analyzes information, records pertinent data into information systems, makes decisions regarding resource assignments, provides assistance to the public over telephones and related communications systems, notifies appropriate authorities of the nature of service requests and emergencies. Receives, evaluates, and transmits orders and instructions to appropriate personnel. Tests systems and reports malfunctions. Under direction, answers routine requests for information on public safety matters and makes appropriate referrals as necessary. Operates a networked personal computer with a variety of software and application programs. Performs related duties as assigned.



NOTE: The above tasks and responsibilities are illustrative only. The description does not include every task or responsibility.

KNOWLEDGE, SKILLS AND ABILITIES: Ability to use excellent judgment quickly. Ability to communicate clearly and effectively without emotion over a telecommunications system. Ability to rapidly and accurately enter information into computer-based systems and to track multiple events in a complex, busy, environment. Knowledge of telecommunications systems and functions. Ability to quickly learn and apply rules, regulations and procedures in providing public safety telecommunications services. Must exhibit and maintain high degree of personal integrity. Good audio acuity and sufficient manual dexterity to operate a variety of technical equipment in a rapid fashion. Ability to quickly learn and apply understanding of city geographic features, landmarks and streets. Shall be certified and shall remain certified as a condition of employment in the following areas: 1) Public Safety Telecommunicator; 2) Enhanced 911 equipment and services or its successor; 3) COLLECT or its successor; 4) CPR (Cardio Pulmonary Resuscitation); and 5) Emergency Medical Dispatch (EMD).

MINIMUM QUALIFICATIONS: Graduation from high school plus one year of experience in telecommunication systems related to public safety operations or an equivalent combination of training and experience. Experience working in the New Britain Public Safety Telecommunications Center (PSTC) preferred. The ability to speak Polish and/or Spanish as a second language in an accurate, fluent and conversational mode may be substituted for six months of the above experience. A currently certified Emergency Medical Technician/Paramedic, Police Officer and/or Firefighter or an Associates Degree or higher may be substituted for six months of the above experience.

PROBATIONARY PERIOD: The probationary period for this appointment is ten (10) months.

PHYSICAL EXAMINATION: The successful candidates will have to complete a post offer, pre-employment City medical examination.

THIS OPEN COMPETITIVE EXAMINATION WILL BE COMPOSED OF:

<u>COMPONENTS</u>	<u>WEIGHTS</u>	<u>WEIGHTS</u>	<u>WEIGHTS</u>
Written	100%		

WRITTEN TEST DATE: March 26, 2024 at 9:00 am in the 3rd floor classroom located at New Britain Police Department, 10 Chestnut Street, New Britain CT 06051.

PASSING GRADE: The minimum passing grade is 70% for each testing component

REASONABLE ACCOMMODATIONS: All requests for reasonable accommodations in the testing process must be made in writing, no later than the closing date for applications.

Documentation must be from a medically licensed professional, and must be current within one year of the closing deadline for applications. Documentation of the disability must include what the disability is, what accommodation is being requested, and must be received no later than two (2) weeks after the closing deadline for applications. A candidate's failure to submit this documentation will result in no further consideration being given for a reasonable accommodation in the testing process.

DURATION OF OPEN COMPETITIVE EMPLOYMENT LIST: A certified employment list shall be in effect for one year from the date of its establishment by the Civil Service Commission. Subsequent to the initial certification of the employment list, no sooner than 10 months and no later than 11 months and 29 days from date of initial certification, the Commission may, upon the showing and finding of exigent or extenuating circumstances, extend the duration of the list when it is deemed to be in the best interest of the City. The City, or any individual, may request that consideration of extension be placed on the Civil Service regular meeting agenda by notifying the Human Resources Director no later than one calendar week prior to the monthly meeting. The maximum period of time that a list shall remain in effect is two years from date of initial certification.

RULE OF FIVE PLUS THREE: When a vacancy exists for this position, the Appointing Authority is sent the first five names in rank on the certified Employment list plus the next three highest City residents. All may be considered equally for the one job vacancy.

SPECIAL REQUIREMENT FOR CITY OF NEW BRITAIN RESIDENTS: Proof of domicile shall be filed at the time of filing the application. (Please see form attached). Failure to provide proof of domicile in accordance with this timetable may result in no residency consideration being granted for this examination.

All applications must be filed only at PublicSafetyApp.com. Applications will not be considered after the closing deadline of March 22, 2024 at 4:00 pm. The City of New Britain is an Equal Opportunity, Affirmative Action, and Equal Access Employer.

New Britain's Human Resources Department is located at Room 409, City Hall, 27 West Main St, New Britain, CT 06051. 860-826-3404.

AA/EOE/Equal Access Employer