



VACANCY ANNOUNCEMENT
CIVILIAN DISPATCHER-POLICE DEPT.

40-hour work week

PAY:	Start	\$ 29.74/hr
	1 year rate	30.59/hr
	2 year rate	31.38/hr
	3 year rate	33.03/hr

Closing Date: JULY 14, 2023

Applicants must pass CPCA exam prior to applying. Qualified applicants will be invited to attend an oral board interview. Conditions to be met prior to hiring are successful Background Investigation, Psychological Exam, Pre-employment Drug Test and Chief's Interview.

Town of Enfield
Police Department

JOB DESCRIPTION

CIVILIAN DISPATCHER

GENERAL STATEMENT OF DUTIES: Performs activities relative to the dispatching of Police, fire, Emergency Medical Service resources and transfer messages and information; performs other related work as may be required.

SUPERVISION RECEIVED: Works under the Headquarters Commander, the Enfield Fire Chief's Association and the EMS director, who issues instructions regarding work assignments and who may review performance periodically to determine effectiveness.

ESSENTIAL JOB FUNCTIONS: Regular and punctual attendance; receives messages at the Public Safety Complex; evaluates information received and takes appropriate action; transmits information and/or instructions to patrol cars, fire apparatus, ambulance personnel or to any designation as required; maintains complete and accurate records of messages, complaints and information received and transmitted; operates various types of communication and office equipment; monitors prisoners via remote cameras; provide pre-arrival medical instruction

to callers utilizing the approved Emergency Medical Dispatch protocols.

OTHER JOB FUNCTIONS: Performs related work as necessary.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

While performing the duties of this job, the employee is frequently required to sit, talk, hear and communicate with understanding. The employee is occasionally required to stand; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl.

Hand-eye coordination is necessary to operate computer and various office equipment.

The employee must occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and peripheral vision, and the ability to adjust focus.

WORK ENVIRONMENT: The work characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions of the job.

The noise level in the work environment is usually moderate.

MINIMUM QUALIFICATIONS:

KNOWLEDGE, SKILL AND ABILITY: Ability to speak the English language clearly; ability to operate radio and teletype as well as other communication and office equipment; clerical aptitude; ability to work effectively with the general public; ability to type at a tested rate of 32 words per minute (with minimal errors), and ability to work various shifts.

PERSONAL ATTRIBUTES: Good character; clarity of voice, both on radio and telephone; ability to handle stressful situations.

EXPERIENCE AND TRAINING: High school diploma or equivalent and one (1) year of experience in work involving duties comparable to the duties described or a minimum of one (1) year of employment as a police officer.

This job description is not, nor is it intended to be, a complete statement of all duties, functions and responsibilities which comprise this position. Revised: 2-1-99

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 process, please contact the Human Resources Department. EOE/AA/M/F