



BERLIN POLICE DEPARTMENT

Paul Fitzgerald · Chief of Police

July 9, 2009

“AN EQUAL OPPORTUNITY EMPLOYER”

TOWN OF BERLIN, CONNECTICUT FULL-TIME DISPATCHER

GENERAL STATEMENT OF DUTIES: Acts as Dispatcher for police, fire, ambulance services and general town departments; performs varied clerical duties; deals with the public and law enforcement officials; does related work as required.

SUPERVISION RECEIVED: Works under the direction of the Shift Commander who reviews work for effectiveness, soundness of judgment and conformance with the law, orders and department regulations.

SUPERVISION EXERCISED: None.

SALARY RANGE & HOURS: \$21.09 as of 7/1/09 per hour with a top step of \$24.79 per hour. (Note that this position is paid for 40 hours per week, regardless of the hours scheduled). Various shift work. Works weekdays, weekends and holidays.

EXAMPLE OF DUTIES: Responsible for answering incoming phone calls and radio messages promptly and courteously and dispatching patrol units, members of the department, fire, ambulance and municipal personnel and equipment to specific locations. Such dispatching to be accomplished without delay.

Promptly and courteously answer all requests for service and other needs from citizens who communicate with the department via telephone or who come into the police department for assistance.

Responsible for maintaining all records and logs kept in the dispatching office, some of which are the Incident Log, Radio Log, Teletype File and Fire and Ambulance Logs. The Dispatcher will also be responsible for preparing the daily transmittal of arrests to be taken to court, as well as any other duties as may be assigned by the Chief of Police.

The Dispatcher shall make themselves thoroughly familiar with the Town of Berlin, including the routes of bus lines, location of streets, public buildings and places, area hospitals, depots, prominent officers and other buildings, industrial plants, highways and the location of Town, County, State and Federal Officials and such other information pertaining to the government of Town and County and institutions thereof as will enable them to give intelligent and helpful information and assistance when required.

MINIMUM QUALIFICATIONS: Ability to speak, read and understand English clearly and correctly; ability to meet and deal with the public; ability to perform keyboard data entry on a computer; access information via computer keyboard; clerical aptitude and ability to keep records; ability to react quickly and calmly to emergency situations, multitask and ability to follow written and oral instructions. High School diploma or equivalent required. Proficient in second language preferred but not required. Minimum of 30 wpm for data input required.

EXPERIENCE AND TRAINING: Must possess excellent English language skills and must be able to read and write within acceptable limits as required by job performance: One year of experience in radio operation and procedures preferred, but not required.

PHYSICAL REQUIREMENTS: Applicants must have reached their eighteenth (18th) birthday. Normal vision and hearing, corrected, are required. A physical; psychological and polygraph examination may be required.

CITIZENSHIP AND CHARACTER: Candidates must be citizens of the United States, of good moral character, with no record of dishonorable discharge from any police or fire department or from the Armed Forces of the United States, and no record of conviction for repetitious motor vehicle violations or criminal conviction.