POSITION AVAILABLE

**TITLE:**

Certified Overnight Shift Dispatcher

**Fulltime shift:** 7pm to 7am following a Pitman Schedule (36 hrs one week and 48 the next with every other week with a 3-day weekend off).

**DESCRIPTION:**

To manage the incoming communication for the Police, Fire and EMS 911 system and routine calls and transmit information to the proper officer, agency or unit of the Departments in a timely manner.

- Receives incoming telephone messages and complaints, maintains a record thereof and assigns an incident number where required.
- Relays all messages and complaints received by telephone or otherwise to the proper officer, agency or unit of the Departments.
- Receives and transmits radio communications as may be required. Keeps continual radio communication with all police, fire and EMS vehicles on the road.
- Provides pre-arrival instructions as outlined by department procedures to callers when necessary.
- Act as greeter to building guests/visitors. Must handle paper form requests and provide information as available.
- Responsible for security system operations and 911-system being correct and properly maintained.
- Transmits over the collect system only those messages authorized by competent authority and keeps information received over that system in strict confidence.
- Keeps all emergency medical calls in strict confidence and transfers any requests for fire or EMS information to a department officer.
- Operates computer for entry of police records, ems charts, fire records, incident reports, and search programs as required.
- Maintains all material relating to police, fire and EMS dispatching.
- Regular attendance as required by the position.

**QUALIFICATIONS:**

- High School graduate.
- Experience in radio procedures and operation of computerized information retrieval systems desirable.
- Data Entry 35 w.p.m.
- Ability to deal with the public using tact, diplomacy and discretion.
- Knowledge of all streets, buildings and general information regarding the Town.
- Current NCIC/Collect clearance, Telecommunicator and EMD and must remain certified.
- Previous experience as a dispatcher.

**HIRING RATE:**

Starting rate is $25.71 UPSEU Grade 16, Step 1
With a shift differential for the overnight shift of $1/hr

Apply to Human Resources, Town of Ridgefield via email at personnel@ridgefieldct.gov or fax us your resume at 203/431-2328.

Applications may be downloaded from our website at www.ridgefieldct.gov