

JOB ANNOUNCEMENT

The City of Norwich announces a closed promotional and an open examination to fill a vacancy and establish an eligibility list for the following classification:

56020 - 911 EMERGENCY DISPATCHER

Police Department

Open Until: August 18, 2022 04:30 PM EST

Rate of Pay: \$51,739.28 - \$65,468.44



General Description

This is responsible emergency and non-emergency public communications work involving the accurate receipt of information from the public in person or by calls made to the Norwich Police Department via the 911 emergency system and the routine business phone lines and makes the appropriate responses to that information following established protocols. Work involves responsibility for prompt and accurate receipt of messages of an emergency or administrative and informational nature and processing and either conveying the information received to appropriate individuals, agencies and organizations or dispatching appropriate personnel and equipment as may be required by the particular emergency nature of the call. Duties include receiving and screening calls for service from the public, broadcasting pertinent instructions to police department radio units or to other services such as the Fire Department and emergency medical services and timely encoding and accurately entering complaint/incident information into a computer system, developing and relaying additional information as may be necessary and preparing and maintaining various reports. This position also has the responsibility for 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 be able to respond to them appropriately. The work frequently requires the ability to multitask in emergency situations.

Qualifications

A high school diploma or the equivalent, plus at least one (1) year of public safety telecommunications and/or emergency communications, or an equivalent combination of education and qualifying experience which provides a demonstrated ability to perform the duties of the position. Current Connecticut certification as an Emergency Telecommunicator by the Office of State Wide Emergency Telecommunications is preferred.

Important Information

In order to be considered, applicants must demonstrate on their application they meet the minimum qualifications as stated in the job announcement.

You must reside within the State of Connecticut, 60 miles from Norwich within one year of appointment.

The complete job description is available online.

Examination will consist of 100% written.

To apply visit our website at www.norwichct.org/hr.
For questions or additional information, call (860) 823-3836.
AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

07/28/2022

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