

THE CITY OF HARTFORD

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The City of Hartford is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities and persons with disabilities.



Emergency Telecommunications Operator Trainee Salary Range: \$28,834.00 –\$30,277.00 Yearly

NOTE: Upon successful completion of the trainee program, will become ETO at the base rate of \$34,047.00 annually.

POSITION

Vacancy is in the Emergency Services and Telecommunications Department. Under supervision, participates in formal classroom sessions, on-the-job training, simulation training, and directed self-study to acquire skills for tasks of an Emergency Telecommunications Operator. Responds to verbal and written questions designed to test and evaluate acquired knowledge and skills. Under close supervision, receives requests for police service by phone; questions caller to gather data concerning the authenticity, nature, and location of the incident and caller's identity; determines if a police problem exists, whether a police unit should be dispatched and the priority for dispatching a unit. Receives requests for fire service and emergency medical service by phone; questions caller to determine the nature and location of the needed service; and determines the appropriate response required and the need for pre-arrival instructions. Operates computer aided dispatching to transmit, receive, or input police, fire, and emergency medical services (EMS) records information. Maintains contact with patrol cars and maintains records of cars in or out of service. Dispatches police, fire, emergency medical services, via radio. Performs related work as required. This is a union position. The hours of this position are 40 per week.

QUALIFICATIONS

Graduation from a standard high school or possession of a GED. **A COPY OF YOUR HIGH SCHOOL DIPLOMA, GED CERTIFICATE OR TRANSCRIPT MUST BE SUBMITTED WITH THE APPLICATION. A DIPLOMA OR TRANSCRIPT SUBMITTED WILL BE VERIFIED BY THE HUMAN RESOURCES DEPARTMENT.**

SPECIAL REQUIREMENT

Must successfully complete Telecommunicator State Certification, NCIC and COLLECT certification, and a State-recognized emergency medical dispatch course within twelve months. A Valid driver's license preferred.

EXAMINATION

Open to all applicants who meet the above qualifications. The examination will consist of rating your training and experience, and may include a written test, a performance test, an oral test, a typing test, or a combination thereof. All parts of the examination, including tests and ratings, will be related to the requirements of the position. The examination may be designed to measure: Knowledge of policies and procedures for Police, Fire, and Emergency Medical Services; Knowledge of the geographical area of Hartford; Knowledge of pertinent laws, statutes, and ordinances; Ability to type using a computer keyboard; Ability to check information for detail and accuracy; Ability to quickly comprehend verbal information; Ability to exercise sound judgment; Ability to establish and maintain effective working relationships with others; Ability to communicate effectively verbally. **All candidates must pass a thorough criminal background investigation. Candidates will be required to submit to and pass a physical examination administered by a City physician and pass a drug and alcohol screening.** If appointed, you will be required to pass six months of probation. The examination is subject to all Federal, State, and Municipal laws, rules and regulations.

The Human Resources Department provides reasonable accommodations to persons with disabilities in accordance with the Americans with Disabilities Act (ADA). If you need an accommodation in the application or testing process, please contact the Human Resources Department.

APPLICATIONS WILL BE ACCEPTED UNTIL WEDNESDAY, JULY 15, 2009.

Exam No: 2583
Re-Issued: 7/1/2009

EMPLOYMENT BENEFITS:

- Health Plan and Hospitalization
- Paid Vacations and Holidays
- Retirement Plan
- Group Life Insurance
- Sick Leave

Applications are obtained from and submitted to
DEPARTMENT OF HUMAN RESOURCES
MUNICIPAL BUILDING
550 MAIN STREET
HARTFORD, CONNECTICUT 06103
TELEPHONE (860) 543-8590

VETERAN'S PREFERENCE:

Preferential Points may be given to Eligible Veterans. Check with the Department of Human Resources.
CHANGE OF ADDRESS: It is your responsibility to notify the Department of Human Resources of any Change of Address on your application.