

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.

PUBLIC SAFETY COMM. SUPERVISOR

Salary Range:

\$50,594.70 – 65,050.44/YEARLY

POSITION

Vacancy is in the Public Safety Dispatch Center of the Emergency Services and Telecommunications Department. Under general direction, plans, supervises, and participates in a full-range of activities involving Hartford Emergency Services and Telecommunications. Supervises Emergency Telecommunications Operators (ETO), ETO Trainees, and Police Communications Operators on assigned shifts and implements the 911 system. Makes moderately difficult decisions regarding the dispatch of fire, ambulance, and police services. Coordinates communications system activities on a short and long-term basis to provide personnel, materials, and equipment necessary for project and objective implementation. Performs related work as required. The hours for this position are 40 per week and the above salary includes 5% in lieu of overtime. This is a Union position. Must be available to work weekends and holidays. Shift assignment is based on seniority.

QUALIFICATIONS

A high school diploma or a GED equivalent and six (6) years of experience in telecommunications. An Associate's Degree and/or college may be substituted on a year for year basis for the experience requirement. Wherever possible, appropriate equivalents will be considered.

A COPY OF YOUR DIPLOMA OR TRANSCRIPT MUST BE ATTACHED TO YOUR APPLICATION. APPLICATIONS WITHOUT PROPER DOCUMENTATION WILL NOT BE PROCESSED.

Certification in a APCO of the State of Connecticut sanctioned Telecommunication School, EMD Certification in a recognized State of Connecticut program, and NCIC and COLLECT State of Connecticut certifications. Some college and supervision are preferred. **A COPY OF APCO, EMD, NCIC AND/OR COLLECT MUST BE ATTACHED TO YOUR APPLICATION.**

SPECIAL QUALIFICATIONS: Must possess a valid driver's license. A copy of the license must be submitted with your application.

EXAMINATION

Open to all applicants who meet the above qualifications. The examination will include rating your training and experience as described on your application and may include a written test, an oral test or a combination thereof. All parts of the examination, including ratings and tests, will be related to the requirements of the position. The examination will be designed to measure: Knowledge of telecommunication systems, hardware and communications principles and practices; Knowledge of public administration principles and practices; Ability to operate telecommunications equipment and provide dispatch services under stressful conditions, such as the handling of emergency calls, or handling several calls in rapid succession; Ability to supervise and train others in a work unit with command of excellent verbal and written communication skills; Ability to administer policies and procedures including scheduling, routine decision-making, and the completion of forms and reports; Ability to establish and maintain effective working relationships with coworkers, City officials, and the general public; Ability to prepare reports clearly and concisely, orally and in writing. Candidates for this position will be required to pass a physical examination administered by a City physician and may be required to pass a drug and alcohol screening examination and a background check in order to be considered for this position. If appointed, you will be required to serve 3-12 months of probation. This examination is subject to all Federal, State and Municipal laws, rules and regulations.

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 or testing process, please contact the Human Resources Department.

APPLICATIONS WILL BE ACCEPTED UNTIL TUESDAY, NOVEMBER 24, 2009.

Exam No: 2597

Issued: 11/4/2009

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) 757-9800

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.