

TOWN OF LEDYARD

EMERGENCY COMMUNICATIONS SPECIALIST

GENERAL STATEMENT OF DUTIES: Functions as a dispatcher in the Ledyard Emergency Communications Center (LECC) which is the Primary Service Answering Point (PSAP) for the Towns of Ledyard, Preston, and any other contract towns which dispatch the towns' emergency services personnel. Performs other duties, as required by the Chief Emergency Communications Specialist.

SUPERVISION RECEIVED: Receives written and oral instructions from the Chief Emergency Communications Specialist under the authorization and direction of the Ledyard Resident Trooper or his designee. Plans, organizes and performs daily work according to established policies and procedures. Establishes priorities within work assignments.

Answers all telephone calls received on the Towns' emergency lines. Transfers police 911 calls to State Police Montville. Obtains information for Ledyard Emergency Services using established procedures. Monitors fire alarm reporting system and the Towns' emergency and local government radio and voice communications systems.

Activates emergency services personnel via the Towns' paging and radio systems. Communicates with emergency services personnel. Maintains activity logs and event times that support emergency operations. Notifies other emergency agencies and personnel for assistance as directed, or per protocol.

Maintains duty rosters for Towns' emergency services personnel. Accepts telephone and/or radio messages as to availability of emergency services personnel.

QUALIFICATIONS: A High School diploma (or equivalent) is the minimum educational requirement. Current certification in Cardio Pulmonary Resuscitation (CPR) at the infant, child, adult level by either the American Red Cross or the American Heart Association. It is preferred that the applicant have a minimum of one year experience as a public safety dispatcher and/or a minimum of two years experience as an active member of a fire company or ambulance service. However, any combination of experience and training which provides the necessary qualifications may be acceptable.

The applicant must possess the ability to attend and complete all training deemed mandatory by the Hiring Authority and/or Chief Emergency Communications Specialist, including but not limited to:

- (1) Emergency Medical Dispatch training (EMD)
- (2) State of Connecticut. Dispatcher training course as specified by Connecticut State Law.
- (3) Connecticut Online Law Enforcement Communication Teleprocessing (COLLECT) training.
- (4) National Crime Information Center (NCIC) training.

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The applicant must have the ability to acquire a working knowledge of radios, computers and all other communications related equipment within his/her probationary period. Ability to apply common sense understanding to carryout instructions furnished in written, oral and schedule form. Ability to communicate clearly and effectively under emergency conditions. Ability to acquire working knowledge of fire, medical and police procedures. Ability to acquire use of emergency medical terms and prioritize emergency calls within general department guidelines. Ability to type accurately.

The applicant must meet the following minimum physical requirements:

- Pure tone threshold between 0 - 25 decibels, frequency from 500 - 3,000 cycles (ref ANSIS3.6, 1969)
- Vision correctable to 20/20
- Distinct pronunciation

The applicant shall be in good health and free from disabling physical and mental defects that would affect his/her ability to efficiently handle the duties assigned.

Further, the applicant shall be temperamentally suited to the position, including being able to remain calm and take decisive action during emergencies, to remain alert during periods of inactivity and when carrying out normal repetitive operations, and to work harmoniously with other persons.

SPECIAL REQUIREMENTS: The applicant must pass a comprehensive background investigation by the Police Department. In accordance with the Town of Ledyard Employee Handbook, the applicant may also be required to pass a medical examination that will certify as to one's good health and suitability for the positions, as described under qualifications.

Part-time Emergency Communications Specialists (dispatchers) must be available to work weekend shifts and holidays as required by the Hiring Authority and/or the Chief Emergency Communications Specialist.

Adopted by the Ledyard Town Council on: March 10, 2004


Terry Jones, Chairman