

**CIVIL SERVICE COMMISSION
WATERBURY, CONNECTICUT**

OPEN COMPETITIVE EXAM #1928

OPEN COMPETITIVE EXAMINATION FOR: TeleCommunicator I

SALARY: CORRECTED RATE \$ 17.04 ~ \$ 22.67 per hr.

(New Hires will start at the beginning of the salary range)

FRINGE BENEFITS: Choose from three available health insurance plans (employee contributions vary) Prescription Drug Rider, Dental Plan, Group Life Insurance for Individual; Retirement Plan; paid Holidays; paid Vacation; paid Sick Leave; paid Personal Days.

LAST DAY FOR FILING APPLICATIONS

Applications, which may be obtained by visiting our website at www.waterburyct.org or at the Civil Service Office, Chase Municipal Building, 236 Grand St., Waterbury, CT 06702 & **must be on file by 4:50 p.m. on:**

March 18, 2010

IMPORTANT:

1. **Veterans** – Veteran’s points will be awarded in accordance with the Connecticut State Statute. Five (5) for non-disabled veterans, ten (10) for disabled veterans. Proper documentation must be submitted to the Personnel Director before the date of the examination.
2. **Residents** – Residency points shall be added in accordance with the amendment to the Civil Service Rules and Regulations. Proper documentation (Civil Service Office Request for Residency Points) must be submitted with application of employment.

THIS POSITION IS ELIGIBLE FOR RESIDENCY POINTS.

EXAMPLES OF WORK: (Illustrative only)

- Accepts 911 calls, entering call information onto a computer system, providing emergency medical dispatch for calls involving critical illness or injury, and dispatching these calls via radio, or computer aided dispatch system to the proper responding department.
- Makes decisions in response to emergency calls for assistance involving medical emergencies, ambulance service, police and fire assistance, TDD file typing for the deaf and hospital calls.
- Operates an emergency communication system, receives radio calls from emergency responders and provides information to assist with the response.
- Refers matters requiring immediate departmental action to the supervising personnel.
- Refers non-emergency calls to other appropriate personnel.
- Logs all information received and dispatched.
- Obtains pertinent information such as: nature of incident, location, units needed complainant’s information, etc.
- Types information into computer and assigns priority codes accordingly;
- Cross-indexes and files documents pertaining to missing persons, stolen motor vehicles, etc.
- Assists sworn personnel in clerical duties and researching of complaints;
- Performs other related work as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to learn to operate sophisticated radio transmitting and receiving equipment.
- Ability to carry out written and oral instructions.
- Ability to exercise good judgment.
- Ability to learn rules, regulations and procedures for dispatching fire, police and ambulance units.
- Ability to perform routine and repetitive tasks with a high degree of accuracy and mental alertness. Ability to react quickly and calmly in emergencies.
- Ability to learn to operate computer programs with speed and accuracy.
- Skill in typing accurately and at a reasonable rate of speed.

IN ORDER TO BE CONSIDERED FOR THIS POSITION YOU MUST INDICATE ON YOUR APPLICATION THAT AS OF THE CLOSING DATE YOU HAVE THE FOLLOWING EXPERIENCE:

Completion of a High School diploma or GED. One year of experience in a customer service environment utilizing a multi-line, high volume phone system and one year experience using Microsoft Office Suite.

(Continued on next page)

SPECIAL REQUIREMENTS:

- Applicants must be of good moral character and habits. A thorough character and background investigation of each applicant will be made prior to certification and appointment.
- Must obtain and maintain Emergency Tele-communicator Certification within six months of being hired.
- Must obtain and maintain C.O.L.L.E.C.T certification within six months of being hired.
- Must obtain and maintain an Emergency Medical Dispatch Certificate within six months of being hired.
- Must be trained and able to demonstrate an acceptable level of proficiency in the use of a computer aided dispatch system within six months of being hired.
- Must be trained and able to demonstrate an acceptable level of proficiency in emergency management software data entry within six months of being hired.
- Must be M.R.T. certified within one year of being hired.
- Ability to work various shifts and be flexible about days off.

Proof of High School Graduation or G.E.D. must be submitted at time of application.

This position is covered under the written agreement between the City of Waterbury and the White Collar Union. The Parts and Weights for this examination will be determined prior to conducting the exam. Individuals appointed shall be required to serve a working test period which will be, in effect, the final phase of the examination.

APPEAL PROCESS: An applicant may appeal a notice of rejection of his/her application to the Civil Service Commission within seven (7) days of receipt of such notice. Please notify the Civil Service Office of a change in address. Notification will be mailed to the address written on your application.

3-9-10 RL

THE CITY OF WATERBURY IS AN EQUAL OPPORTUNITY EMPLOYER
E.O.E. M/F/H/V