



The Town of Stratford is currently accepting applications for the position of
Public Safety Dispatch Supervisor.

General Description:

This position is responsible for the daily operation and management of the Public Safety Dispatch Center. This includes, but not limited to, managing its personnel, equipment, communications systems and quality improvement/customer service. This position also has the responsibility for employee payroll, scheduling and assisting with preparation of the Dispatch Center budget.

Essential Leadership Duties and Responsibilities: (other duties may be assigned)

- At all times display professional and courteous conduct and appearance;
- Reports necessary information to the Director of EMS as appropriate and in a timely manner;
- Demonstrates sensitivity to community and cultural norms;
- Diligent adherence to protection of Personal Health Information (PHI) in accordance with HIPAA regulations and strict adherence to confidentiality including all applicable National Criminal Information regulations and practices;
- Ensure all departmental policies and procedures are maintained, updated and adhered to by staff, as adopted from time to time;
- Performs personnel management duties, including the direct supervision of staff;
- Establishes and maintains performance standards for all Public Safety Dispatch personnel;
- Responsible for completing any required performance appraisals of subordinates;
- Developing and maintaining a 24-hour staffing schedule and coordination of training and certification requirements for Public Safety Dispatchers;

- Will work closely with Police Chief and Fire Chief or their designees. Will coordinate and attend the "Dispatch Review Committee" meetings;
- Assists with preparation of the budget and controls expenses in accordance with departmental administrative direction;
- Maintains equipment and plans for capital expense replacements;
- Ensures Public Safety Dispatchers comply with all relevant State and Federal statutes, maintain all necessary certifications to perform their duties and adhere to all applicable National standards, all as adopted from time to time;
- Prepares reports required or requested by Department heads, Departmental committees or Administrative staff;
- Coaches and educates staff and colleagues of new and changing information as necessary and supports new initiatives from administration;
- Exercises considerable independent judgment in the analysis and evaluation of all aspects of the Public Safety Dispatch Center functions;
- Performs other related duties as they apply to dispatch supervising, including attending appropriate meetings.

Essential Knowledge, Skills and Abilities: (other duties may be assigned)

- Thorough knowledge of dispatching principles and practices;
- Ability to communicate clearly/concisely in both written and verbal mediums;
- Must possess proficiency in Microsoft Word, Excel and Power Point;
- Good knowledge of Police, Fire and EMS operations;
- Experience with budget preparation and administration; Superior ability to provide customer service and quality improvement;
- Ability to maintain effective working relationships with supervisors, associates, the general public and the public safety personnel;
- Proficient knowledge of Computer Aided Dispatch (CAD) maintenance, administration and ability to provide support for technological upgrades;
- Develops an action plan and timeline to obtain Accreditation as a Center of Excellence (NAEMD);
- Ability to continuously schedule, supervise and evaluate the work of others;
- Able to work under the supervision of the Director of EMS and accomplish additional work assignments as directed.

Qualifications:

Two (2) to five (5) years Communication Center Supervision and Quality Improvement/Customer Service experience required. A Bachelor's Degree is desired but not required. An important focus will be Quality Improvement and as such must be EMD-Q Certified with NAEMD (or obtain within 90 days). Must possess a valid Connecticut driver's license, State Tele-communicator Certificate, Emergency Medical Dispatch Certified (National Academy of EMD) and hold National Criminal Information Center (NCIC) Certification (or obtain within 90 days). Comprehensive knowledge of dispatch center's operational/contractual/municipal requirements and town geography (or ability to rapidly establish such within 90 days).

Special Requirements:

Must be able to attend routinely scheduled evening meetings.

Must be able to report to work in the event of emergencies on a 24 hour basis.

Please send completed application and resume to Human Resources, Town of Stratford, 2725 Main Street, Stratford, CT 06615.

Posted 5/18/2017