



HUMAN RESOURCES DEPARTMENT

City of Burlington

200 Church Street, Suite 102, Burlington, VT 05401

Voice (802) 865-7145

Fax (802) 864-1777

Vermont Relay: Call 7-1-1 or 800-253-0191

Emergency Communications Specialist II

BURLINGTON POLICE DEPARTMENT

RATE OF PAY: \$17.94 – \$21.19/hr. (after 6 months)

POSTING DATE: July 28, 2016

DEADLINE TO APPLY: August 8, 2016

POSITION STATUS: Regular Full Time

UNION: AFSCME

EXEMPT STATUS: Non-Exempt

This position receives, records, and processes emergency and non-emergency requests for police, fire and ambulance assistance, and dispatches units appropriately; responds to routine inquiries or referrals. Monitors radio traffic and operate computer systems required to complete the task; provides communications link between police/fire/ambulance response units and outside public service agencies. In addition this position acts as an internal routing unit, receiving calls from the public, other City departments, etc., and directs the call to the appropriate Police Department personnel.

SPECIAL NOTE: starting salary \$17.94/hr increases to \$21.19/hr after successful completion of six (6) months in Dispatcher Position.

ESSENTIAL FUNCTIONS:

- Interact with callers requesting emergency / non-emergency response or service from the community or public agencies.
- Uses established protocols and the computer-aided dispatch system (CAD) to determine appropriate actions to be taken.
- Monitors and maintains the location and status of police, fire and other authorized agency united in the field.
- Answer emergency and non-emergency calls from incoming lines, including 911 and special service lines (e.g. hearing impaired), elicit facts from the caller, determine type of assistance required for the situation, and relay necessary information to the appropriate source i.e., police officers, fire field units, emergency ambulance services, mutual aid agencies and volunteers, City, County, State or Federal agencies.
- Participates with the Administration in the development, implementation, and review of procedures.
- Monitor radio communication channels for police, fire, ambulance; Department of Public Works; local government; Burlington Electric Department; and relay information to the appropriate authority.
- Record and maintain accurate computerized summaries of all emergency call using C.A.D. system.
- File and organize resource information including but not limited to sensitive information, in a discreet and professional manner by maintaining confidentiality.
- Train new dispatch employees using the department's Dispatch Training Manual.

MINIMUM QUALIFICATIONS/BASIC JOB REQUIREMENTS:

- High school diploma or equivalent (Associate Degree in Communication or Business Preferred) required.
- Must successfully pass the written, typing and psychological examinations, oral board interview and background check conducted by the Department.
- After acceptance of conditional offer of employment applicant must pass physical examination by the Medical Board.
- Emergency Communications Specialist must obtain and maintain Vermont Criminal Information Center (VCIC) and National Criminal Information Center (NCIC) certifications.
- Must demonstrate the ability to operate Police and Fire computer equipment, a multi-channel/function radio console, a multi-line telephone system, a TTY/TDD, as well as Police, fire, and medical emergency alarm receiving equipment and video monitoring equipment.
- Demonstrated knowledge of the street system and the geography of the Burlington area, with some knowledge of law enforcement, public safety and/or fire science procedures preferred.
- Knowledge of Microsoft Office preferred
- Ability to maintain a positive customer service attitude at all time with public, user agency members, co-workers and supervisors.
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Demonstrated commitment to diversity, equity and inclusion as evidenced by ongoing trainings and professional development.
- Regular attendance is necessary and is essential to meeting the expectations of the job functions.
- Ability to understand and comply with City standards, safety rules and personnel policies.
- Must be able and willing to work overnights, weekends, holidays and overtime shifts.

To Apply: Submit cover letter, resume, City of Burlington Application, and Civilian PHI to: Human Resources Department, 200 Church Street, Suite 102, Burlington, Vermont 05401. To obtain an application or for more information about the City of Burlington, please see our website: www.burlingtonvt.gov/HR.

The City of Burlington will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status or genetic information. The City is also committed to providing proper access to services, facilities, and employment opportunities. For accessibility information or alternative formats, please contact Human Resources Department at 865-7145.

WOMEN, MINORITIES AND PERSONS WITH DISABILITIES ARE HIGHLY ENCOURAGED TO APPLY. EOE.