



Office of Human Resources

JOB POSTING

TITLE: Civilian Dispatcher

DEPARTMENT: Fire

GRADE CLASSIFICATION: Civilian Dispatcher (*refer to Collective Bargaining Agreement*)

CLASSIFICATION: Classified/ IAFF Local 1933

POSITION SUMMARY:

The Civilian Dispatcher is the first point of contact for all incoming emergency and nonemergency calls to the department and is responsible for receiving and acting upon all calls in accordance with departmental operating procedures and rules and regulations. Dispatchers are responsible for receiving fire alarm calls transmitted through the Digitized Master Box Alarm system. Civilian Dispatchers will dispatch fire suppression, rescue and emergency medical service (EMS) personnel to scenes of fires, accidents, medical emergencies, water/ice rescues, and any other emergency that may call for fire department resources. Dispatchers will provide assistance to the general public, state, federal, and local agencies in emergency and nonemergency situations. Dispatchers are required to use radio or telephone to transmit emergency call assignments and must maintain an assuring and calming attitude during periods of stress and emergencies in order to avoid unnecessary delays of the emergency responders and associated apparatus. This position is also responsible for compiling statistics and reports on work progress. Fire Department Dispatchers report to the Shift Captain on duty. This position requires a commitment to the highest quality of internal and external customer service.

Full Position Description and Employment Application are available at

<http://hr.middletownri.com/job-postings>

IAFF Local 1933 Collective Bargaining Agreement is available at

<http://hr.middletownri.com/municipal-contracts>

HOW TO APPLY:

INSTRUCTIONS: Email Employment application **and** resume to cdursi@middletownri.com
Include **Civilian Dispatcher** in the **Subject Line** of your **email**.

APPLICATION PERIOD: **Application period ends on January 26th, 2018 at 4:00 p.m.** (*Applications will not be accepted after this deadline*)

If you need assistance with the application process, please contact the Office of Human Resources at (401) 846-5781 prior to the closing of the application period.

The Town of Middletown is an Equal Opportunity Employer