



CITY OF BRIDGEPORT, CONNECTICUT
CIVIL SERVICE COMMISSION

Open Competitive Examination #2338

Fee - \$35

Issue Date 10/8/2015

NOTICE

The Civil Service Commission of the City of Bridgeport is announcing an open competitive examination for a **Public Safety Telecommunicator** on a future date to be announced to all qualified applicants at a location to be determined.

Applications: Each candidate must complete an application form supplied by the Commission and file it at the Office of the Civil Service Commission. Application forms, to be accepted, should be delivered personally or bear a postmark, not later than **October 29, 2015**.

Expected Wage: **\$18.21 per hour**

Fee: All candidates filing an application must submit, with the application, an administrative filing fee. The amount of the fee is \$35. PAYMENTS MUST BE MADE BY MONEY ORDER OR CERTIFIED CHECK ONLY, MADE OUT TO THE CITY OF BRIDGEPORT. PERSONAL CHECKS OR CASH WILL NOT BE ACCEPTED. Retain your money order receipt or a photocopy of the certified check as proof of filing. ON THE FRONT OF THE MONEY ORDER, OR CERTIFIED CHECK, INDICATE:

Your Full Name

The Exam Number

Fee Waiver: A filing fee is not charged if you are a Bridgeport resident and are receiving Public Assistance from the State of Connecticut or your income falls below the Federal Poverty Level. To have the fee waived, you must submit either a copy of your current benefit budget letter from the State of Connecticut – Department of Social Services OR your W-2 Statement of Earnings for the most recent tax year, and proof of residency. YOU MUST INDICATE YOUR SOCIAL SECURITY NUMBER AND THE EXAM NUMBER ON THE FRONT OF THE BENEFIT LETTER COPY, OR THE PHOTOCOPY OF YOUR W-2 STATEMENT OF EARNINGS. A copy of the Federal Poverty Level Guidelines For 2011 is available at the Civil Service Office. You must request this waiver in

writing. Write a letter to: Personnel Director, Civil Service Commission, 45 Lyon Terrace, Room 325, Bridgeport, CT 06604.

General Definition of Work: Performs responsible technical work in a fast-paced environment, receiving critical calls from the public for emergency services assistance. Police, Fire and medical services personnel and equipment are then coordinated and dispatched, often in response to emergency and/or life-threatening situations. Work requires frequent independent thinking and resourcefulness in a complex environment. Performs related work as required. Work is performed under the regular supervision of a Public Safety Communications Supervisor.

Duties and Responsibilities: Processes calls for police, fire and ambulance, and public works including emergency and non-emergency calls for service consistent with established policies and procedures; assesses calls quickly, obtains critical and pertinent information – often times from hysterical or irate callers; classifies and prioritizes problems and determines proper response in an urgent and time critical manner; monitors units and maintains status of each unit during potentially dangerous and life-threatening situation; always available to provide assistance instantaneously; routinely faced with situations requiring split-second decisions/judgments, which could result in City liability issues; frequently handles time sensitive and confidential information, determining the proper dissemination of same; records information into the computer and ensures the accuracy of such information; coordinates activities of emergency services agencies (police, fire, ambulance, rescue) during city-wide disaster situations; operates various complex state-of-the-art communications equipment (COLLECT, NCIC [Nationwide Criminal Information Network], radio system, CAD [Computer Aided Dispatch] system, Modular ANI/ALI Retrieval System, Telecommunications Device for the Deaf, paging system); sends receives and disseminates messages to and from other agencies/jurisdictions; executes extensive file searches and updates relative to location history, hazard information and record management data; makes appropriate notifications at the units' request (alarm notifications, wrecker service, etc.); provides testimony in court proceedings; maintains security of the Public Safety Communications facility; coordinates daily with the Federal Emergency Management Agency (FEMA) through the National Warning System (NAWAS).

Supervisory Responsibilities: May be called upon to handle the daily responsibilities of the shift supervisor in the absence of the supervisor and assistant.

Qualifications: High school diploma or education equivalency diploma. Demonstrated experience in a customer service setting. Moderate computer skills are desired. Accurately type a minimum of 35 words per minute. Excellent team

skills, ability to speak clearly and concisely over the radio and telephone and strong customer relation skills are required. Must possess a valid driver's license to operate a motor vehicle in the State of Connecticut. Must pass physical examination including drug screen of controlled substances. Must pass background investigation and pass psychological exam. Must have acceptable work history.

Skills, Knowledge and Abilities: Ability to remain calm, think clearly, quickly assess and evaluate situations, organize thought and respond quickly in emergency and stressful situations, effectively coordinate emergency dispatch of public safety equipment and personnel without delay; work rotating day off schedule that includes weekends and holidays; assigned one of three fixed shifts (midnight, daylight, evening); reports to work during inclement weather; subject to call back during emergency situations, i.e. disasters, severe storms, below minimum staffing; ability to maintain an open and non-judgmental attitude in dealing with a diverse population; ability to establish and maintain effective working relationships and public relations; ability to exhibit solid interpersonal skills, including conflict resolution skills to work with citizens, other agencies and employees; ability to handle multiple tasks simultaneously and move quickly from one assignment to another.

Subjects of Examination: The exam will consist of a typing test for speed and accuracy. Candidates must pass the typing test with a speed of at least 35 words per minute with a high degree of accuracy. Those candidates who pass the typing test will take a written exam. Candidates must pass the written exam with a score of 75% or higher. Only those candidates with a passing score on the written exam will be placed on the employment list in rank order. Candidates will be called from the employment list in rank order to take an oral exam to fill vacancies as necessary. The oral exam is pass/fail. In order to be hired, candidates must also pass a psychological exam, a background investigation and a medical exam which will include a drug screen for controlled substances.

Veteran's Preference Points: Veteran's preference points will be awarded in this examination to eligible candidates in accordance with applicable laws and the Bridgeport City Charter. To apply for veteran's preference points, candidates must provide a copy of the DD-214 and complete Civil Service Form 2015, which can be obtained from the City of Bridgeport's website (www.bridgeportct.gov) or in person at the Office of the Civil Service Commission.

Residency Points: Residency points will be awarded in accordance with Civil Service Rule XV for those who apply and qualify for those points. To apply for residency preference points, candidates must provide proof of residency and

complete Civil Service Form RP-1, which can be obtained from the City of Bridgeport's website or in person at the Office of the Civil Service Commission.

Special Accommodations: The Civil Service Commission will provide reasonable accommodations for persons with a disability to take a test. If you need a special accommodation you must request it in writing stating what the disability is and provide proof of the disability.

Examination Review Procedures: Each candidate will have an opportunity to review his/her examination papers during the one-month period after the date of the announced results. The papers will be open to inspection during the period of 9:00 a.m. to 1:00 p.m., Monday through Friday. Every inspection period will be monitored by the staff of the Civil Service Office and no candidate will be allowed to copy examination questions or take any material from the review room. The time allowed for review will be equal to the time allowed for taking the test. No candidate will be allowed more than two visits to review his/her paper.

CIVIL SERVICE COMMISSION
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O.C. 2338 - Telecommunicator
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