



CITY OF BRIDGEPORT, CONNECTICUT

The City of Bridgeport, CT is now accepting resumes for the position of

PUBLIC SAFETY COMMUNICATIONS SUPERVISOR

Salary: \$60,118.00 - \$67,769.00 per year; Salary for this position will start at \$60,118.00 per year – This position includes a comprehensive benefits package including a Retirement Pension administered by MERS (Municipal Employees Retirement System).

To Apply: Please email a resume to the Civil Service Commission office. You can email required documents to COB.Jobs@bridgeportct.gov.

Resumes must be submitted or postmarked no later than midnight Friday, August 16, 2013.

SUPERVISION RECEIVED:

This position reports directly to the Public Safety Communication Director.

GENERAL STATEMENT OF DUTIES:

Performs difficult professional and technical work managing the day to day operations of Emergency Communications personnel on an assigned shift. Work is performed in a fast-paced 24/7/365 environment providing emergency services assistance. Scheduling flexibility and the ability to work rotating shifts, overtime and on-call hours are required. Ensures consistent interpretation and use of City/Departmental/Division policies to effectively serve the public and minimize liability. Performs the duties of a Public Safety Communications Specialist as needed. Performs related work as required and other duties per the request of the PSC Director, under the general supervision of the Director.

QUALIFICATIONS:

- High school diploma or education equivalency diploma.
- Three to five years experience working in a PSAP* environment
- At least 3 years of experience as a supervisor in a high call volume fast paced communications center or similar environment
- Excellent writing and computer skills
- Knowledge of the principles of supervision, organization and management and the ability to apply such knowledge
- Working knowledge of police, fire and EMS

- Ability to work comfortably under pressure and respond to crisis situations with tact, professionalism, firmness and courtesy.
- Must possess or have the ability to obtain 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.

*A **public-safety answering point (PSAP)**, sometimes called "public-safety access point," is a call center responsible for answering call to an emergency telephone number for police, firefighting, and ambulance service.

This job description is not intended to be a complete statement of all duties, functions, responsibilities and qualifications that comprise this position.

For further information and contact:
CIVIL SERVICE COMMISSION
45 LYON TERRACE
BRIDGEPORT, CT 06604
TELEPHONE: 203-576-7103

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