

## PUBLIC NOTICE

The Civil Service Commission will hold an open competitive examination for **Public Safety Telecommunicator**. Some portions of the exam will be given through an online testing platform and all qualified applicants will be notified of their exam details in the near future.

**APPLICATIONS:** Each candidate must have completed an online application and have filed it by the application closing deadline of 11:59 p.m. on Sunday, September 24, 2023.

**Fee:** All candidates filing an application must pay an administrative filing fee\*\*. **The amount of the fee for City of Bridgeport residents is \$35 (\$0 fee for the exam and \$35 for PublicSafetyApp.com processing), and for persons who are non-residents of the City of Bridgeport the fee is \$50 (\$15 to the City of Bridgeport and \$35 for PublicSafetyApp.com). Payments are made online when you apply at PublicSafetyApp.com.**

**Fee Waiver:** Fee waivers for the application filing fee will be awarded to qualifying persons. In order to qualify for the fee waiver, you must be a Bridgeport resident **AND** must meet the criteria for financial need (must be receiving Public Assistance from the State of Connecticut or have an income below 185% of the Federal Poverty Level). Proof of residency and proof of financial need will be required in order to approve your fee waiver. To request to have the fee waived, please send an email to: Personnel Director, Civil Service Commission, 45 Lyon Terrace, Room 106, Bridgeport, CT 06604 at COB.Exams@BridgeportCT.gov. Please be sure to include your contact information on your email to the Personnel Director.

Expected Wage: **\$23.77 per hour**

**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.

\*or when, at the City's discretion, the examination capacity has been met. The City of Bridgeport reserves the right to limit the number of applications accepted so as to allow the City to hold an examination within its financial and logistical capacity to do so.

**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 a 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 pass/fail keyboarding 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 computerized 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 invited to participate in an oral interview. Candidates must pass the oral exam with a score of 75% or higher. The written exam and oral exam scores will be combined at equal weight, and candidates will be placed on the employment list in rank order according to their combined score. Candidates will be called from the employment list in rank order to complete further steps in the hiring process, as necessary. These steps include, but are not limited to a psychological exam, a background investigation and a medical exam which will include a screen for controlled substances.

**Residency and Veteran Preference:** In order to qualify for residency and/or veteran preference points, a candidate must complete an online Request for Residency Points and/or Request for Veteran Preference Points application form. Candidates will be required to provide proof of residency and/or veteran status as the City of Bridgeport may request. Residency preference is awarded to those candidates who are deemed eligible in accordance with Civil Service Commission Rule XV. The City of Bridgeport follows State of Connecticut and Federal Guidelines in determining eligibility for Veteran preference points.

**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 at least 10 days prior to the exam date, stating what the disability is, and provide proof of the disability as required by the City of Bridgeport.

**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  
City Hall, 45 Lyon Terrace, Room 106  
Bridgeport, Connecticut 06604  
O.C. 2387 - Telecommunicator  
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