



CITY OF BRIDGEPORT, CONNECTICUT

Office of the Civil Service Commission

ANNOUNCEMENT OF EXAMINATION

The City of Bridgeport, CT is now accepting applications for an open competitive examination for the position of

DEPUTY DIRECTOR OF PUBLIC SAFETY COMMUNICATIONS

The Civil Service Commission Office of the City of Bridgeport will hold an open competitive examination for Deputy Director of Public Safety Communications. The exam will be held on a future date and at a location to be determined. All qualified candidates will be notified of the exact date, time and place and a Public Notice will be issued two weeks prior to the examination.

The information provided herein is for informational purposes only and is intended as a general summary only. It is not, nor is it intended to be, a Public Notice for this examination. You should not rely on this communication as a complete or binding explanation of all examination details. This summary is being provided in good faith and subject to the reasonable discretion of the Civil Service Commission office. This summary does not constitute a contract of any kind, express or implied, between any applicant and the City of Bridgeport. This informational guide is subject to correction of any information which may have been inadvertently misstated.

SALARY: \$116,839 - \$128,516. Salary for this position is established per Bridgeport Municipal Ordinance 2.36; “Major Deputy Class, group 6.”

This summary provides brief overview of the benefits available to regular full-time municipal employees, depending on the employee group some of these benefits include health insurance (medical, dental, vision, prescription), life insurance, short- and long-term disability, paid leave (sick, vacation, and personal), paid holidays, and more.

The City of Bridgeport also offers several voluntary benefit programs via automatic payroll deduction: 457(b) Deferred Compensation Plan with Roth options, legal services, and complimentary discounted perks for city municipal employees. Tuition reimbursement is available to most City employees based upon the terms of the contract which covers the employee. Additionally, tuition discounts may be available at various Universities and or Colleges that have partnered with the City of Bridgeport.

The city participates in the Connecticut Municipal Employees Retirement System (CMERS) (www.osc.ct.gov/rbsd/cmers/muniretire.htm), which requires both employer and employee contributions. Please be aware that your earnings from this position are not covered under Social Security; instead, you will make contributions towards your government pension plan. For further information, you may visit the Social Security website at www.socialsecurity.gov.

TO APPLY: Each candidate must complete an online application and file it no later than 11:59p.m. on **Sunday, April 20, 2025***. Interested applicants must meet the minimum requirements listed herein and can submit an application for examination online at PublicSafetyApp.com. Failure to submit an online application by the closing deadline will automatically exclude a person from participating in the examination.

*or when, at the City’s discretion, the examination capacity has been met. The City of Bridgeport reserves the right to extend the deadline date, or 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.

GENERAL STATEMENT OF DUTIES: This is a high level professional and administrative position involving the responsibility for exercising supervision, leadership and administration of staff and programs under the general policy guidance of the Director and in accordance with modern standards of administration. Acts as Director as assigned or in the absence of Director; represents the interests of the Department as assigned; performs difficult professional and managerial work within the Emergency Communications Center; ensures consistent interpretation and use of City/Departmental/Division policies to effectively serve the public and minimize liability; performs related work as required.

Serves as the Deputy Department Head for the Bridgeport Department of Public Safety Communications. Assists in management level coordination of Center activities, addresses and resolves problems as necessary; Supervises the system administrator(s) responsible for the proper operation and maintenance of the Center's technical equipment, i.e., E-911 telephone system, radio system, Computer Aided Dispatch system, message switch infrastructure, wireless 911 equipment and various other technical components; keeps abreast of recent developments in state and federal requirements, disaster operation and advancements in the communications field; supports the preparation of the operating and capital budgets for the Center, and controls expenditures; monitors activity regarding legislation effecting 911 Center operations, training standards for Public Safety Communications Specialist, etc., and provides input on legislation of interest; supports the development and maintenance of the Standard Operating Procedures manual; ensures training of employees. Assists with supervision of Shift supervisors. Assists with and supports implementation of the training curriculum. Expertly interprets policies and ensures that all orders and operational procedures and requirements are addressed in the selection and hiring process. Attends regular staff/management meetings collaborating with other management staff to identify problems and develop long and short-term improvements strategies. coaches, counsels, and mentors employees, providing on-going constructive feedback; prepares appraisal performance reports for direct reports; addresses complaints and resolves employee problems; conducts confidential internal investigations of misconduct/demeanor complaints and appropriately disposes of the same; prepares reports, statistical analysis and correspondence as required by the Director; provides testimony in criminal court proceedings; performs any other special task as assigned by the Director of Public Safety Communications.

REQUIRED KNOWLEDGE, SKILL AND ABILITIES: This examination is open to the public and to those who meet the following requirements: three (3) years of experience as a Public Safety Communications Specialist (a.k.a. 911 call-taker/dispatcher) with at least one year in a supervisory role. Any combination of education and experience equivalent to graduation from an accredited two-year college or technical school with study in communications and/or public safety. Experience in customer relations and extensive computer skills are mandatory. Must possess or have the ability to obtain a valid State of Connecticut driver's license.

Technical Skills: Familiarity with public safety communications equipment and systems and troubleshooting procedures of same.

Other Skills, Knowledge and Abilities: Ability to supervise, train, and evaluate performance of personnel; strong leadership and planning skills; ability to recognize unique talents/resources and utilize them to maximize productivity; ability to effectively delegate supervisory responsibilities to staff when appropriate and mentor employees in self-development activities; extensive knowledge of rules/regulations governing radio transmissions and other emergency communications procedures; familiarity with standard operating procedures for public safety agencies; strong verbal and written communication skills; excellent team skills; ability to speak clearly; ability to gather facts from persons in crisis situations and accurately relay same; ability to effectively function in stressful and critical situations; strong customer service skills; 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: Assessment Center style examination on the knowledge, skills, abilities and other characteristics needed to perform the duties of the position (weight, 100%). To be placed on the established list, a candidate will be required to achieve at least the minimum passing grade on the examination.

External candidates may be required to successfully complete a public safety background investigation, including drug and alcohol screening, and must have maintained the highest levels of character and reputation. Incumbents in the position will be subject to regular random screening for controlled substances (drug testing).

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.

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.

SPECIAL ACCOMMODATIONS: The Civil Service Commission will provide reasonable accommodation for persons with a disability to take a test. If you need a special accommodation you must request it in writing by email to COB.Exams@BridgeportCT.gov. You will be required to provide recent documentation of the disability.

An Equal Opportunity Employer VET/AA/DIS/SO/G

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