

Competitive Promotional Examination #2409
Public Safety Supervisor
Date Issued: May 29, 2026

***** EXAMINATION ANNOUNCEMENT *****

The Civil Service Commission of the City of Bridgeport will conduct a competitive promotional examination for **Public Safety Supervisor**. The exact date, time and location of the examination will be announced at a later date to all qualified candidates, but is tentatively being planned for the month of August.

The information provided herein is for informational purposes only and is intended as a general summary only. It is not, nor is to be 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.

APPLICATIONS: Each candidate must complete an online application form supplied by the Commission and file it no later than 11:45 p.m. on **Sunday, June 14, 2026**. Each candidate must submit a refundable security deposit of \$150 in the form of a payroll deduction authorization form, which is included in the application. This security deposit will be deducted for any applicant who does not appear for all parts of the examination at the proper date and time. *

Applications can be obtained and must be filed online by accessing the following link below:

[PUBLIC SAFETY SUPERVISOR EXAMINATION APPLICATION](#)

SALARY RANGE: \$79,858 - \$90,018 (Top step). Appointment will be made at the minimum or entrance salary of \$79,858 a year. Advancements within the salary range may be made in accordance with the terms of the contract between the City of Bridgeport and the Bridgeport City Supervisors Association, Inc.

DUTIES: Plans, assigns, supervises, monitors and evaluates the work of emergency communications personnel on an assigned shift; prepares shift schedule, ensuring at least minimum staffing requirement is maintained at all times; oversees and assists with on-the-job training of new employees in each work assignment; interprets policies and ensures that all orders and operational procedures are followed while minimizing City liability; responds to immediate professional and personal requests from subordinates and exercises judgement in areas not covered by policy; attends regular staff/management meetings, collaborating with other management staff to identify problems and develop long and short-term improvement strategies; coaches, counsels and mentors employees, providing on-going constructive feedback; conducts

* In order to ensure that candidates who apply will present themselves for the promotional competitive examination, the Civil Service Commission requires that all applicants provide the Office of the Civil Service Commission with a security to hold a place for the candidate at the examination. This security will be in the form of a signed payroll deduction authorization form and will only be activated if the applicant does not appear for the examination at the proper time and place. Applicants who have a hardship that prevents them from appearing at the designated examination may apply for a waiver of deduction from the Personnel Director.

staff performance reviews and analyzes training needs to develop strategies accordingly; conducts confidential internal investigations of misconduct/demeanor complaints and appropriately disposes same; prepares reports, statistical analysis and correspondences as required by the administrator/operations administrator; monitors equipment operation, identifies equipment deficiencies and reports same; provides maintenance of and duplication from the Center's 24-hour recording system, while adhering to all State/Federal laws governing dissemination of information. Other duties as listed in the official job description, which is available by clicking [here](#).

REQUIREMENTS: This examination is open to members of Bridgeport Emergency Communications Center who have a minimum of three years of experience as a Telecommunications Specialist (a.k.a. 911 Dispatcher) in fire or police dispatching and who have occupied with tenure, a position of Public Safety Telecommunicator with the City of Bridgeport for not less than one year prior to 4/29/2026** and who meet the following requirements: High school diploma or education equivalency diploma. Efficiency with using keyboard; thorough knowledge of the city geography and surrounding area; extensive knowledge of all departmental equipment and troubleshooting procedures of same; 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 subordinates 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 City's public safety agencies; strong oral 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; ability to work a rotating day-off schedule that includes weekends and holidays; ability to work any of three fixed shifts (midnight, daylight, evening); ability to report to work during inclement weather; subject to call back for duty during emergency situations, i.e., disasters, severe storms, and below minimum staffing.

Must possess and maintain a valid Connecticut driver's license or otherwise be able to perform the essential functions of the position requiring transportation.

SUBJECTS OF EXAMINATION: Assessment Center, 95%; Seniority, 5% (Seniority credit shall be calculated based upon continuous permanent service in the classification of Public Safety Telecommunicator as of the closing date for applications). The Assessment Center will consist of a written examination and multiple exercises designed to evaluate competencies of a Public Safety Supervisor in the Bridgeport Emergency Communications Center. The Assessment Center may include the following exercises: In-Basket, Role Playing, Program Development, and/or Group Problem-Solving exercises. The examination process and exercises have been developed based upon a job analysis identifying the knowledge, skills, abilities, and other characteristics determined to be important for successful performance as a Public Safety Supervisor and are subject to modification until the official Public Notice of the exam is published.

** Pursuant to Chapter 10, Section 11(c) of the Charter of the City of Bridgeport, the request for this promotional examination was made on April 29, 2026. Under the Charter, the Personnel Director is required to hold the examination within one hundred eighty (180) days of that request.

Candidates can access the official exam reading list on page 4 of this document.

Candidates will be required to attain a passing grade of 70% of the highest score on the examination. Candidates must receive a qualifying service rating in accordance with Civil Service Rules and Regulations to be placed on the employment list and/or eligible for promotion.

Applicants requesting reasonable accommodations under the Americans with Disabilities Act (ADA) should submit requests and any supporting documentation at least 14 calendar days prior to the examination date whenever possible to allow sufficient time for review and implementation. Requests received after that date will be considered on a case-by-case basis and accommodated where reasonably feasible.

CIVIL SERVICE COMMISSION
City Hall, 45 Lyon Terrace, Room 106
Bridgeport, Connecticut 06604
Promotion Examination No. 2409 – PUBLIC SAFETY SUPERVISOR

The City of Bridgeport is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, disability, veteran status, genetic information, or any other protected classification under applicable law.

PUBLIC SAFETY SUPERVISOR EXAMINATION #2409

READING LIST SOURCE MATERIALS:

Policy and Procedures, Bridgeport Public Safety Communications Department, Dated 10-2014

Bridgeport Police Communications Division CAD Street Guide

Bridgeport Police Department Post Map and Training Documents

Welcome to Management: How to Grow from Top Performer to Excellent Leader, Ryan Hawk,
McGraw-Hill Publishing, ISBN 978-1-260-45805-3

Entire Book except Part 2, Section 4

The First-Time Manager, 7th Edition, Loren B. Belker et al,
Harper Collins Publishing, ISBN 978-0-8144-3969-2

Entire Book except Part 4

The Standard Operating Procedures of the Bridgeport Fire Department

- SOP #101 – Initial Dispatch
- SOP #102 – Radio Communications
- SOP #503 – Mayday Procedures

General Orders of the Bridgeport Police Department

- GO 1.04 – Mutual Aid and Jurisdiction
- GO 5.16 – Radio Procedures
- GO 7.03 – Response to Unusual Occurrences (Section A, Section B, Section F)
- GO 10.03 – Communications-Administration
- GO 10.04 – Communications-Operations
- GO 10.13 – Security of the Communications Center

Candidates are responsible for obtaining and reviewing all listed source materials. The City is not responsible for publisher revisions, printing changes, or availability issues.