

**CITY OF EAST PROVIDENCE
EMPLOYMENT OPPORTUNITY**



CENTRAL COMMUNICATIONS DISPATCHER

Pay Grade 34 (\$47,047-\$55,733)

Union: Steelworkers Local 15509

The job of a Central Communications Dispatcher exists in order to provide for reception of citizen requests for assistance, answer emergency 911 calls and to provide for the operation of radio dispatching services for public safety personnel as well as to provide for record keeping duties related thereto, and to monitor police headquarters video and audio security systems.

Operates communication equipment in accordance with standard operating procedures. Receives phone calls for assistance from the public, alarms, and radio messages from police, fire and rescue personnel. Transmits requests for service and dispatches police patrol units, fire apparatus, rescue vehicles and other members of the police and fire departments when and where required. Responsible for data entry record keeping. Work schedule may include 1st, 2nd or 3rd shift on a 4 days on/2 days off rotating schedule which includes weekends and holidays. Must be vigilant of computer/television screens and security cameras at all times. May greet citizens and visitors in the Police Station Lobby. Performs related work as required and assigned.

MINIMUM REQUIREMENTS

High school graduate with clerical, computer and typing experience, post high school education preferred; must be detailed oriented and have the ability to multi task and stay focused. Must be able to manage and handle stressful situations. Computer literate a plus. Must possess good organizational and communication skills; bilingual a plus.

Only individuals who meet the minimum qualifications will be considered.

EXAMINATION WEIGHT

Final score to proceed to Dispatch Training Program will consist of 50% Written Test and 50% of Oral Interview. In order to proceed to the oral interview, candidates must have a passing score of 70 or above on the written test. Candidates will be notified of the written exam date after the application deadline.

Final ranking on hiring eligibility list will be based on the successful passing of the Dispatch Training Program through perfect attendance, classroom testing and instructor observation.

Successful candidates who pass the written and oral examinations will be required to undergo a brief unpaid training program pertaining to dispatching for both police and fire. Flexible hours and schedules will be available for such program in order to not affect any candidate who is presently employed. Details of the program and schedule will be explained during the interview process. All candidates will have to successfully pass a complete BCI/Background check prior to being selected for formal training program.

Please apply online at:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=7194c980-8645-4d6c-a63d-4aa97ffa0bad&cclid=19000101_000001&type=JS&lang=en_US



Application and resume must be submitted no later than March 4th, 2022.

At the City of East Providence we celebrate the diversity of our citizenry, and are proud to encourage inclusiveness in our workforce. We do not discriminate on the basis of race, color, national origin, gender, sexual orientation, religion, age or disability in employment or the provision of services.

ADA/AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

Posted 02/18/2022