



City of Meriden, Connecticut

Department of Human Resources

Josephine Agnello-Veley
Director of Human Resources

CITY HALL
142 EAST MAIN STREET
MERIDEN, CONNECTICUT 06450
TELEPHONE (203) 630-4037
FAX (203) 630-5882

March 10, 2022

**ASSISTANT DIRECTOR
EMERGENCY COMMUNICATIONS CENTER**

Exempt – Non Union Position

This is responsible administrative and technical work assisting the Director of the Emergency Communications Center in the direction of all employees and activities of the Communications Center.

The Assistant Director will work under the direct supervision of the Director of Emergency Communications and is responsible for overseeing the Center to ensure the protection of the first responders for the Police and Fire Departments as well as the citizens of Meriden.

Ten years or more working in a 9-1-1 environment in a supervisory capacity in a medium to large center capacity. Certified in NCIC and as a 9-1-1 Tele communicator or ability to achieve these certifications within 6 months of hire. Familiarity with 9-1-1 Public Safety Answering Point equipment. Must be able to work a rotation work schedule. Bachelor's degree preferred in a compatible field of study; the degree and five years of supervisory experience will be considered. Salary - \$80,000.00

Apply on line at <https://tinyurl.com/meridencareers> and you can e-mail you resumes/applications to humanresources@meridenc.gov. Applications are also available in the Human Resources Department, City Hall, 142 East Main Street. Monday – Friday 8:00am – 5:00pm.

Last date to apply: Open until filled

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EMERGENCY COMMUNICATIONS CENTER

ASSISTANT DIRECTOR EXEMPT – NON UNION POSITION

NATURE OF WORK

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The incumbent will assist the Director with operational decisions pertaining to necessary training programs within the established policies. The employee will provide supervision to all personnel within the Communications Center. Work is reviewed primarily through the results achieved and through conferences and discussions with the Director. This is highly responsible constructive work in directing the employees of the Emergency Communications Center.

EXAMPLES OF WORK

Assist the Director with planning, organizing, assigning and directing department operations with respect to equipment, policies, and personnel.

Formulate policies and procedures, in consultation and assistance with the Director that govern the activities and specific tasks within the Emergency Communications Center.

Assist with providing supervision for a comprehensive and uniform training program for all employees.

Assist the director in the planning of activities, selection of recruits, training, assignments and discipline of all personnel.

Makes recommendations to the Director of purchasing equipment, supplies and assist with the preparation of the budget estimates.

Participates in notification of equipment failures and tracking of resolutions.

Responds to the Center to assist the Director and personnel with major incidents.



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DESIRED KNOWLEDGE, SKILLS AND ABILITIES

Extensive knowledge of the rules and regulations of a Public Safety Answering Point.

Extensive knowledge of training procedures/programs, training requirements, operational and discipline procedures.

Ability to supervise a large number of subordinates performing various tasks within the Communications Center, to provide guidance, instruction and to maintain a level of discipline and morale within the Center.

Ability to establish and maintain effective working relationships with other agencies, city officials, state and local authorities, and the public.

Ability to express oneself clearly and concisely in oral and written form to individuals and groups.

Ability to react quickly and calmly in emergencies and to direct subordinates in emergency situations.

DESIRABLE EXPERIENCE AND TRAINING

Ten years or more experience within a supervisory capacity in a (PSAP) public safety communications center environment.

College degree in a related field, this may substitute for four years of experience depending on degree level and concentration.

Must be a Certified 9-1-1 Telecommunicator and NCIC/Collect certified or have the ability to achieve these within 6 months of employment.

Must be able to work a rotation schedule, a non-traditional schedule and be able to respond for emergencies if necessary.

Must possess a valid driver's license.