



CITY OF BRIDGEPORT, CONNECTICUT **CIVIL SERVICE COMMISSION**

Promotional Examination #2357
Issue Date: 05/30/2018

NOTICE

The Civil Service Commission of the City of Bridgeport is announcing a promotional examination for a **Public Safety Communications Supervisor**. Each candidate must complete an application form supplied by the Commission and file it at the Office of the Commission. The application must be submitted before close of business on **Thursday, June 14, 2018**. When the exact date and location are determined, the qualified applicants will be notified.

Excellent Benefit Package. Expected Salary Range: \$66,683 to \$75,167 per year; Salary for this position will start at \$66,683 per year.

General Definition of Work: This position reports directly to the Emergency Management Director. Performs difficult professional and technical work managing the day-to-day operations of Emergency Communications personnel on an assigned shift. Work is performed in a fast-paced 24/7/365 environment providing emergency services assistance. Scheduling flexibility and the ability to work rotating shifts, overtime and on-call hours are required. Ensures consistent interpretation and use of City/Departmental/Division policies to effectively serve the public and minimize liability. Performs the duties of a Public Safety Communications Specialist as needed. Performs related work as required and other duties per the request of the Emergency Management Director, under the general supervision of the Director.

Supervisory Duties and Responsibilities: 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 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.

Qualifications:

- High school diploma or education equivalency diploma.
- Three to five years experience working in a PSAP environment
- At least 3 years of experience as a Public Safety Telecommunicator in the Bridgeport Emergency Operations center
- Excellent writing and computer skills
- Knowledge of the principles of supervision, organization and management and the ability to apply such knowledge
- Working knowledge of police, fire and EMS
- Ability to work comfortably under pressure and respond to crisis situations with tact, professionalism, firmness and courtesy.
- Must possess or have the ability to obtain a valid driver's license to operate a motor vehicle in the State of Connecticut.

Subjects of Examination: The exam will consist of two parts with each part weighted at 50%. Candidates must pass Part I Written Questionnaire with a score of 75% or higher. The candidates who pass Part I will proceed to Part II Oral Examination, and must pass the Oral Exam with a score of 75% or higher. The scores from Part I and Part II will be averaged to determine the final score and placement on the employment list.

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 stating what the disability is and provide proof of the disability.

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 examinations questions or take any written 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.

To Apply: Submit an application to the Civil Service Commission office, 45 Lyon Terrace, Room 106 Bridgeport, CT 06604 before close of business on **Thursday, June 7, 2018.**

CIVIL SERVICE COMMISSION
City Hall, 45 Lyon Terrace, Room 106
Bridgeport, Connecticut 06604
An Equal Opportunity Employer M/F