

ANNOUNCEMENT OF EXAMINATION

The Civil Service Commission of the City of Bridgeport will hold a competitive promotional examination for **Public Safety Supervisor**, at a time and location to be announced at a later date to all qualified candidates.

APPLICATIONS: Each candidate must complete an application form supplied by the Commission and file it no later than close of business on **Thursday, October 28, 2021**. Each candidate must submit a refundable security deposit of \$150 in the form of a payroll deduction authorization form. This form will be emailed to all qualified candidates and must be returned within 5 days of receipt. This security deposit will not be deducted for any applicant who appears for all parts of the examination at the proper date and time*.

Applications can be filled out and submitted online, [here](#). Due to COVID-19 pandemic safety precautions and social distancing requirements, applications will not be accepted in person at this time and must be submitted electronically.

SALARY RANGE: \$72,180 - \$81,362; appointments to be made at the entrance salary of \$71,380 per 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 Supervisor Association (BCSA).

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 environment providing emergency services assistance. 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. Work is performed under the general supervision of the Director.

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 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](#).

* 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 refundable deposit to hold a place for the candidate at the examination. This deposit will not be charged to any candidate who appears for each portion of the examination on the proper date(s) and time(s). Candidates who apply for examination but do not appear will incur a payroll charge for their deposit. A detailed explanation for this security deposit can be found [here](#).

ANNOUNCEMENT (continued)

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 12/20/2020** 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 or have the ability to obtain a valid driver's license to operate a motor vehicle in the State of Connecticut.

SUBJECTS OF EXAMINATION: Assessment Center, 95%; Seniority, 5% (Seniority is calculated using time in rank of Bridgeport Public Safety Telecommunicator only). The Assessment Center will consist of a written examination and two or three exercises that simulate the duties 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. These exercises will be based on the Job Analysis performed by the testing company and are subject to modification until the official Public Notice of the exam is published.

Candidates can access the official exam reading list on page 3 of this document.

Candidates will be required to attain a passing grade of 70% of the highest score on the examination. Candidates will be required to pass a qualifying service rating in order to be placed on the employment list.

** Walker vs. Jankura - First vacancy after the expiration of the last Public Safety Supervisor employment list was the retirement of Jesus Ortiz (08/22/2020), plus 120 days.