

## **PUBLIC SAFETY TELECOMMUNICATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** Employees in this class are responsible for monitoring, dispatching and coordinating a variety of emergency and non-emergency (fire, rescue and ambulance, law enforcement) services. Employees maintain radio communications with road patrol police officers, fire fighters, ambulance service employees and other public service employees. Incumbents monitor numerous telephone systems, alarm systems and radio frequencies simultaneously and must exercise sound independent judgment in prioritizing calls and dispatching appropriate emergency services as quickly as possible. An employee in this class operates telephone communications equipment and inputs data into computer-aided dispatch systems utilizing a typewriter-style computer terminal keyboard. The job involves an unusual working environment, which includes high stress dealing with life and death situations and the need to be polite when dealing with angry and abusive people. Employees are required to work shifts covering both day and night hours. Direct supervision is received from a Senior Public Safety Telecommunicator overseeing the shift. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

- Answers, screens and processes incoming emergency and non-emergency calls from the general public and other public service providers;
- Enters and maintains event information onto the CAD system;
- Provides caller with information pertaining to the particular emergency situation;
- Utilizes knowledge of and demonstrates proper application of Civil and Criminal laws, ordinances, Vehicle and Traffic laws and fire codes;
- Contributes to and participates in the team effort of training new personnel, cross training of veteran personnel and the continuing training of all personnel;
- Performs clerical duties related to the job;
- Dispatches public safety personnel and equipment using the proper dispatch formats as outlined in the Communications Center policies and procedures;
- Practices proper radio dispatching techniques using appropriate terminology in a calm and professional manner;
- Performs computer inquiries into State and Federal Law Enforcement databases;
- Performs other related tasks as assigned by supervisors.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS**

Thorough knowledge of the geography of roads, streets and highways in the county; thorough knowledge of all emergency service providers within the county; good knowledge of the communications center policies and procedures; good knowledge of Federal, State and local laws, rules and regulations that pertain to the operations and functions within a communication center; good knowledge of the geography, patrol territories, fire districts, roads, streets, highways and special hazards that exist; ability to react quickly and calmly to emergency telephone calls for service; develops and utilizes good listening skills; ability to control telephone conversations with distraught, confused callers through calmly, carefully directed interrogation to obtain all pertinent information regarding the request for service; ability to verbally transmit messages with good diction and in a clear speaking voice; ability to use good judgment, tact and courtesy in talking with the public and in responding to request for service; ability to read, speak and write English and operate translator service; ability to learn and to apply to real situations, Center Codes, standard operating procedures and the ability to learn and apply to real situations the operation of data processing information retrieval equipment such as computer terminal keyboards; ability to learn and to apply to real situations the use of telephone equipment and associated instant recall recorders; ability to follow oral and written instructions which pertain to job assignments and methods of performance therein; ability to perform routine clerical tasks, such as making written entries on simple records such as logs or lists, filing written records in alphabetical order and simple typing/data entry not requiring a skilled typist; ability to communicate clearly both orally and in writing; ability to quickly and accurately enter orally transmitted data utilizing a typewriter-style computer keyboard; physical condition commensurate with the demands of the position.

### **MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma.

**NOTE:** Due to the security nature of the job, all applicants will be subject to a background check.

Conviction of a felony WILL BAR and conviction of a misdemeanor or other offense MAY BAR examination and appointment. Candidates for appointment to this position may be required to participate in hearing acuity testing to determine ability to perform essential functions of the position and assess possible accommodation.

Competitive Class

Revised 11/20/2001 Personnel Officer