

## **SENIOR PUBLIC SAFETY TELECOMMUNICATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** This work involves responsibility for the supervision of a shift at the County E911 Communication Center to assure that emergency and non-emergency calls from the public are properly received and information is efficiently relayed to public safety units for dispatch of personnel and emergency equipment. Employees in this class assist with selection, training, development and evaluation of Public Safety Telecommunicators by demonstrating procedures and techniques and guiding staff during periods of on-the-job training. Employees in this class operate a variety of communication equipment including radio and telephone equipment and computer terminals to relay information and dispatch emergency personnel and equipment. This job involves an unusual working environment, which includes high stress dealing with life and death situations and the need to remain calm in emergency situations. Employees are required to work shifts, which cover both day and night hours. Supervision is received from the Supervising Public Safety Telecommunicator. Direct supervision is exercised over Public Safety Telecommunicators. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

- Supervises a shift at the County's E911 Communication Center, ensuring compliance with all policies, procedures, rules and regulations;
- Monitors all event activity occurring during his/her shift.
- Acts as a resource to Telecommunicators in processing complex or difficult incoming calls, determining appropriate action or proper dispatch format;
- Assists in the team effort of training, development and evaluation of new personnel, cross training of veteran personnel and continuing training of all personnel;
- Maintains understanding of and familiarity with the Communication Center policies and procedures, County personnel rules and regulations and Federal, State and County laws pertaining to the Freedom of Information Act, Privacy Act and the release of criminal history;
- Maintains communication with appropriate fire, police and EMS agencies to ensure cooperation and continuity of effort;
- Maintains a thorough knowledge of the proper use and operation of all Communication Center operations equipment;
- Maintains a thorough knowledge of the proper set-up and operation of all back-up systems used by the Communication Center;
- Distributes information to Telecommunicators, including incoming teletype messages, reportable incidents, special events and changes in procedures;
- Documents and reports to supervisors all equipment problems and malfunctions, making the appropriate call-outs or notifications to facilitate repair as needed.
- Receives and investigates complaints made against the Communication Center concerning staff response to calls, delayed dispatch or failure to follow procedures, providing documentation of efforts to resolve complaint to supervisors in timely fashion for further review;
- Approves leave time and use of overtime to supplement minimum staffing requirements for subordinate personnel in accordance with policies.

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

Thorough knowledge of all emergency service providers within the county; thorough knowledge of the Communication Center policies and procedures; thorough knowledge of Federal, State and local laws, rules and regulations that pertain to the operations and functions within a communications center; good knowledge of the geography, patrol territories, fire districts, roads, streets, highways and special hazards that exist; ability to react quickly, calmly and effectively in emergency situations; ability to perform public safety functions of Public Safety Telecommunicators; ability to apply to real situations the operation of data processing information retrieval equipment utilizing required codes and commands; ability to supervise subordinate employees; ability to use tact, good judgment and courtesy when dealing with subordinate employees, the public and other agencies; ability to follow oral and written instructions which pertain to job assignments and methods of performance therein; ability to communicate clearly both orally and in writing; ability to read, speak and write English; ability to quickly and accurately enter orally transmitted data utilizing a computer keyboard; 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 assist in the development and implementation of comprehensive public safety communications training programs, in-service training programs, refresher courses, etc. and maintain awareness of new developments in public safety communications; physical condition commensurate with the demands of the position.

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**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of a high school equivalency diploma and two years of experience, or its part-time equivalent, as a dispatcher in a computer aided public safety dispatch or communication center.

**PROMOTIONAL QUALIFICATION:** One year of full-time service, or equivalent part-time service, as a permanent Public Safety Telecommunicator.

**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.

Competitive Class

Adopted 12/24/98 Personnel Officer

Amended 05/22/2000 Personnel Officer

REVISED 11/19/2001 Personnel Officer