



# Telecommunicator Trainee

Department: Public Safety / 911 Emergency Communication Center

Revised: September 2025

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## DESCRIPTION

A position in the 9-1-1 Emergency Communications Center receiving and dispatching calls for service for fire, police, and emergency medical services. Responsible for evaluating information received from the general public and public safety agencies, and initiating the appropriate action, as well as any follow-up action as required, per standard operating procedure. This position requires a high degree of initiative, confidence, and decision-making skills. Works under the supervision of the Telecommunicator III.

Must be available for all shifts, which will include days, evenings, and nights, weekends, holidays, and overtime. Required to be on call on a three (3) to four (4) week rotating basis. Required to work overtime during times of short staffing in order to maintain mandatory staffing levels.

The Telecommunicator Trainee is hired with the expectation that they will become a Telecommunicator II. Upon being proficient as a Telecommunicator I a pay increase is received and training is continued to accomplish Telecommunicator II requirements.

Upon completion of the in-house training program the Telecommunicator must be capable of performing the specific duties listed below.

HOURS: 36/48 HOUR WORK WEEKS – SHIFT WORK

## SPECIFIC DUTIES - TELECOMMUNICATOR I

- Learn/utilize Standard Operating Procedures for police, fire, emergency services, and other related guidelines.
- Learn/utilize proper telephone techniques to acquire information from callers with emergency incidents.
- Maintain the status of public safety agencies, that call in via telephone, to indicate units as responding, on the scene, available for service, etc.
- Maintain call-taking discipline during peak activity.
- Maintain a professional attitude in all areas of work.
- Maintain accurate records of all call-taking actions in the Computer Aided Dispatch System. Information recorded is utilized by the Telecommunicator II/III to dispatch appropriate responses. Documentation is also used by police and fire investigators and could be introduced as evidence for both criminal and civil proceedings.

- Operate various equipment in the Communications Center to include complex 9-1-1 telephone system integrated with the Computer Aided Dispatch System, other in-house computer systems and multiple software systems.
- Perform paging service for various public safety and county agencies.
- Participate in emergency exercises involving hazardous materials, mass casualty incidents, flooding, etc.
- React to major emergency situations, especially those out of the ordinary, and take the appropriate actions as needed until additional staff and administrative personnel respond to the center.
- Performs special projects as required. Some are on-going, others are short-term.
- Must be available for emergency situations by pager.
- Must work 12-hour shifts for the duration of any emergency.
- Satisfactory completion of in house Telecommunicator I training program.
- Required to be certified by the Pennsylvania State Police as an operator on the Commonwealth Law Enforcement Assistance Network (CLEAN).
- Satisfactory completion of Emergency Medical Dispatch (EMD), Emergency Police Dispatch (EPD), and Emergency Fire Dispatch (EFD) courses. These courses train the employee to obtain critical information and give prearrival, safety and medical instructions to callers until emergency personnel arrive.
- Satisfactory completion of hazardous materials education course.
- Satisfactory completion of multiple NIMS, PEMA, and FEMA courses.
- Must complete a CPR course and remain continuously CPR certified.
- Completion of monthly Continuing Education sessions.
- Attend job-related seminars and conferences as deemed necessary.
- Upkeep of all required certifications.

#### **ADDITIONAL DUTIES – TELECOMMUNICATOR II**

- All duties of the Telecommunicator I plus the following:
- Must be skilled in the operation of a multi-channel radio communications console in order to dispatch appropriate fire, police, and emergency medical services as well as understand and complete requests made by same units in both Lycoming and Sullivan Counties.
- Must be able to evaluate the contents of all calls for service and determine appropriate public safety agency to dispatch according to standard operating procedures.
- Maintain accurate records of all dispatch actions in the Computer Aided Dispatch System. Information recorded is used by police and fire investigators and could be introduced as evidence for both criminal and civil proceedings.
- Maintain the status of public safety agencies to indicate units as responding, on the scene, available for service, etc.
- Must maintain radio discipline at all times, especially during peak activity.
- Perform periodic test transmissions and station identifications as required by the Federal Communications Commission.

## **APPLICANT QUALIFICATIONS**

- Applicant must be able to obtain a passing score on CritiCall testing in order to be selected for an interview.
- Due to access to sensitive law enforcement information the applicant must submit to background and criminal history checks before interviewed.
- Applicant must submit to and pass a hearing, drug, and alcohol screening per County policy as a condition of employment.
- Applicant must submit to fingerprinting upon hire.
- Applicant must be 18 years of age for employment.
- Applicant must have a high school diploma or equivalent.
- Must possess clear verbal skills as well as good hearing to assure concise communications.

## **RECRUITMENT BONUS**

- A \$5,000 recruiting bonus applies to this position, payable in installments according to training progression. A breakdown of the bonus follows:
  - \$1,000 at the completion of call taker training + 5% pay increase and promotion to Telecommunicator I.
  - \$1,000 at the completion of all police radio training.
  - \$1,000 at the completion of Fire/EMS radio training, promotion to Telecommunicator II, pay increase of additional 5% and move to paygrade 8.
  - \$2,000 one year from the Telecommunicator II promotion date.
- Previous employment experience as a 9-1-1 Telecommunicator is eligible for additional compensation.

## **Company Description**

County of Lycoming is a county in the U.S. Commonwealth of Pennsylvania and comprises the Williamsport Metropolitan Area. Lycoming is Pennsylvania's largest county by area and is a great place to live and work, offering outdoor adventures, history and culture, and sporting events.

Providing quality customer service to our citizens, business owners and visitors is County of Lycoming's top priority and that starts with our employees.

We offer an award-winning comprehensive benefits package, including generous paid holidays and vacation, a deferred benefit retirement plan, deferred compensation retirement plan availability, affordable medical and dental coverage, innovative wellness programs, extensive professional development opportunities, and more.

## **County of Lycoming is an Equal Opportunity Employer**

**This Organization Participates in E-Verify**

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