

JOB POSTING

JOB TITLE: FULL TIME TELECOMMUNICATOR I

DEPARTMENT: DEPARTMENT OF PUBLIC SAFETY

SUPERVISOR: BETH A BAYLOR, COMMUNICATIONS MANAGER

**SALARY: FULLY QUALIFIED HOURLY RATE \$18.08
NOT FULLY QUALIFIED HOURLY RATE \$16.59**

HOURS: 40 HOURS WEEKLY – 24 HOUR SHIFT WORK

DESCRIPTION

Involved with the protection of life and property, law enforcement, public health and safety and other functions requiring a high degree of trust and confidence. Receives and dispatches calls for public safety agencies based upon department policy. Responsible for evaluating information received from the general public and public safety agencies, and initiates the appropriate action, as well as any follow-up action as required, per the standard operating procedure, under the supervision of the Telecommunicator II. Must work rotating shifts which include evenings, nights, weekends, holidays, and overtime as required.

Upon completion of the in-house training program the Telecommunicator I must be able to perform the specific duties noted.

SPECIFIC DUTIES

- Must be skilled in the operation of all positions of a multi-channel radio communications console.
- Required to learn Standard Operating Procedures for police, fire, emergency services, and other related guidelines.
- Responsible for learning proper telephone techniques to acquire information from callers with emergency incidents.
- Must be able to evaluate the contents of all calls, and determine appropriate public safety agency to dispatch.
- Dispatches appropriate public safety personnel to the scene of criminal incidents and medical or fire emergency situations in both Lycoming and Sullivan Counties and a portion of some surrounding Counties.
- Maintain the status of public safety agencies to indicate units as responding, on the scene, available for service, etc., and maintain radio discipline during peak activity.
- Must maintain a professional attitude in all areas of work.
- 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.
- Operate various equipment in the Communications Center to include radio receivers and transmitters, logger recorders, complex 9-1-1 telephone system integrated with the Computer Aided Dispatch System, other in-house computer systems and Pennsylvania State Police Criminal Justice Systems.

- Perform periodic test transmissions and station identifications as required by the Federal Communications Commission.
- 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.
- Required to stay an extra hour (4) hours if someone from the next shift calls off or comes in early four (4) hours for same reason, in order to maintain mandatory staffing levels.

SUPERVISORY RESPONSIBILITIES

Senior Telecommunicator I's will act as the Telecommunicator II in their absence. Telecommunicator I's may assist in training new telecommunicators under the direction of the Communications Training Coordinator, when deemed necessary.

JOB REQUIREMENTS

- Fully qualified requirements include State Certification and one (1) year related experience.
- Satisfactory completion of Telecommunicator training program or equivalent experience.
- Required to be certified by the Pennsylvania State Police as an operator on the Commonwealth Law Enforcement Assistance Network (CLEAN). Certification is acquired through a testing process.
- Satisfactory completion of Emergency Medical Dispatch (EMD) course. This course trains the employee to give medical instruction to the callers until emergency personnel arrive.
- Must attend state certified hazardous materials education classes on a regular basis.
- Completion of monthly Continuing Education sessions. Must attend job-related seminars as deemed necessary.
- Must possess clear verbal skills as well as good hearing to insure concise communications.
- Must be able to type 35 words per minute.
- Due to access of sensitive law enforcement information the Telecommunicator must submit to an extensive background and criminal history check and must be fingerprinted. Fingerprints will be submitted to the FBI Identification Division through the State Identification Bureau.
- Must submit to and pass a hearing screening and a drug and alcohol screening per County policy.