



## PCJ911CC

### Pulaski County Joint 9-1-1 Communications Center

802 East Main Street  
Pulaski, Virginia 24301  
(540) 980-7858 Administration  
(540) 994-2576 Facsimile

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## JOB DESCRIPTION

### Public Safety Telecommunicator - I

**Reports To:** Deputy Director of Operations  
**FLSA Status:** Non-Exempt  
**Updated:** April 10, 2019

### Summary

PCJ911CC, a consolidated, civilian staffed 9-1-1 communications center within the Commonwealth of Virginia is currently seeking applicants that have the desire to work in an exciting, challenging and rewarding career field.

### DETAILED JOB DESCRIPTION

Public Safety Telecommunicators provide communication and support to the general public in addition to police, fire and medical agencies. Under the direction of a Team Supervisor, Public Safety Telecommunicators must develop a rapid and accurate sense of call interpretation and decision making during stressful situations in order to process multiple calls. Public Safety Telecommunicators provide exceptional customer service to the general public under stressful circumstances. In addition to taking calls, Telecommunicators are cross-trained as police, fire and EMS dispatchers. While dispatching, Telecommunicators provide calm and efficient service to the agencies. Public Safety Telecommunicators provide clear direction, responsive feedback and proactively find information pertinent to in progress calls.

### ESSENTIAL JOB FUNCTIONS

*The following statements are illustrative of the essential functions of the job and do not include other nonessential or peripheral duties that may be required. The organization retains the right to modify or change the duties or essential functions of the job at any time.*

- Answer and prioritize emergency and non-emergency calls for service while simultaneously entering information into a computer system for dispatching purpose
- Operates a multi-line telephone console system, text to 9-1-1 and TTY system for the deaf and hearing impaired
- Ask questions to interpret, analyze and anticipate the caller's situation as to resolve problems, provide information, dispatch emergency services, or refer callers to other agencies
- Dispatch police, fire and medical units as appropriate via radio transmissions
- Field requests from police, fire and medical units and multiple agencies
- Serve as a liaison between many different agencies, departments and the public to provide exceptional customer service
- Enters and modifies information into local, state and national computer databases
- Identify appropriate number and type of equipment or apparatus to dispatch
- Provides assistance to police and fire personnel by contacting other services as needed
- Assists co-workers when necessary
- Calms, negotiates and offers life-saving instructions to callers
- Attends mandatory trainings
- Other duties as assigned

**REQUIRED KNOWLEDGE, SKILL AND ABILITIES**

- The ability to work under stressful situations
- The ability to use judgment and decision-making skills to evaluate situations, establish priorities and resolve matters
- The ability to use logic and reasoning to effectively resolve issues
- The ability to deal effectively with people in a multi-cultural society under extremely stressful situations
- The ability to maintain confidentiality regarding sensitive information
- Excellent listening skills with the ability to multi-task
- The ability to remember numerous details and quickly re-call essential information
- Understanding of HIPAA laws
- A good understanding of privacy and confidentiality
- The ability to type 40 words per minute while conversing with callers
- The ability to speak and write in English clearly and coherently
- Availability to work shift-work encompassing a 24 hour day, seven-day week; inclusive of days, evenings, nights weekends and holidays
- Must be free from physical impairments that with or without accommodation would interrupt continuous performance of a shift lasting twelve hours
- Successful completion of a background investigation including submission of fingerprints
- Upon hiring, the candidate must successfully complete a comprehensive paid training program. This will include classroom training and in-depth on-the-job training

*Must be able to successfully pass a thorough background investigation, psychological exam, medical exam, and medical/drug screenings.*

**WORK ENVIRONMENT**

The Public Safety Telecommunicator position is performed in the communications room. This position can be extremely stressful at times. There may be incidents when a Public Safety Telecommunicator will have to handle difficult callers, who are verbally abusive, incoherent, excited, intoxicated, or hysterical and use obscene language. Telecommunicators are required to remain professional and continue to assist these callers to the best of their ability.

The communications room highly emphasizes team work. It is a team environment where employees rely on each other to ensure we are providing the best customer service to the public and all agencies we service. Team work plays a major role in our efficiency, problem solving, communication, and support structure.

The Public Safety Telecommunicator position requires an understanding of confidentiality. On a daily basis a Public Safety Telecommunicator is exposed to highly confidential, personal and medical information and must not disclose this information to outside sources. PCJ911CC is committed to maintaining the trust of the public by complying with HIPAA laws and keeping sensitive information confidential.

This is a 24 hour 7 day a week facility. We do not close and are fully staffed on all holidays. Public Safety Telecommunicators are required to be available to work all shifts which include weekends and holidays. Shifts are twelve hours. Due to the nature of public safety work, Public Safety Telecommunicator may be required to work mandatory overtime and come in on their days off. In addition Public Safety Telecommunicators are required to respond to work during in climate weather.

**PHYSICAL/MENTAL REQUIREMENTS**

- Light lifting, carrying and pushing objects weighing up to 25 pounds
- Dexterity of hands and fingers to operate standard office equipment, including multiple computer keyboards
- The ability to sit or stand for extended periods of time
- Must demonstrate continues level of mental and emotional stability
- Must be in sound physical health as determined by a certified licensed physician with no evidence of the use of controlled substances

**REQUIRED EDUCATION AND EXPERIENCE**

- High school diploma or equivalent
- One year of experience in the public safety field or successful completion of a vocational dispatch course is beneficial but not required

**LICENSE, CERTIFICATIONS AND OTHER REQUIREMENTS**

- If utilizing a personal vehicle in the performance of duties, must possess a valid Virginia State Driver's License and the appropriate amount of automobile insurance
- No prior criminal history
- Candidate will, on occasion, be required to respond to the needs of the Communications Center regardless of external weather or other emergency factors and outside of regular work hours

Pulaski County Joint 9-1-1 Communications Center and the County of Pulaski are an Equal Opportunity Employer and encourages applications from all persons without regard to creed, color, national origin, religion, gender, age, marital status, disability, sexual orientation, veteran status, genetic information. PCJ911CC provides reasonable accommodation to its employees and the public with disabilities, including disabled veterans. For more information, please contact the County of Pulaski Human Resources.

**NOTE: A complete criminal background check will be conducted on all successful candidates prior to being appointed to the position.**

I have read, understand and accept the duties, standards, and expectations required of this position. I hereby affirm my good faith compliance with all PCJ911CC and County of Pulaski policies and procedures.

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FULL LEGAL NAME (TYPED OR PRINTED)

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SIGNATURE

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DATE

**Note: This job description is not intended to be all-inclusive. An employee will also perform other reasonably related job responsibilities as assigned by management as required. The Pulaski County Joint 9-1-1 Communications Center reserves the right to revise or change job duties as the need arises. Moreover, management reserves the right to change job descriptions, job duties or working schedules based on their duty to accommodate individuals with disabilities. The job description does not constitute a written or implied contract of employment.**