

PULASKI COUNTY JOINT 9-1-1 COMMUNICATIONS CENTER

PUBLIC SAFETY TELECOMMUNICATOR

Department:	9-1-1 Communications
Reports To:	Shift Supervisor / Deputy Directors / Director
Supervision Exercised:	N/A
Supervision Received:	Receives minimal instruction / supervision in regards to daily work duties/activities after initial orientation, completion of training program and state required training. Under general supervision of and guidance by Shift Supervisor.
Classification (FLSA):	Non-exempt: Full-time, 40 hours/week
Category:	Public Services: 9-1-1 Public Safety Communications

JOB SUMMARY: Under general supervision, receives and dispatches emergency (911) calls for police, fire and emergency medical service; enters data into personal computer while questioning callers for information; determines nature, validity and disposition of calls; utilizes computer generated messages and priorities to dispatch field units to emergency situations; operates a variety of communications equipment including radio transmitters, accessories and telephones; performs call reception and dispatch activities utilizing computer-assisted dispatch system; answers or refers inquiries and complaints regarding a wide variety of public safety and related matters; accesses, retrieves, and transmits vehicular or personal information to field units; relays relevant situational information to non-county enforcement or public safety agencies; may provide training for dispatchers and participate in evaluation of their performance; handles sensitive information that must be held with the upmost confidentiality. Handles a high volume of emergency calls with tact, good judgment, initiative and speed; question callers while simultaneously typing information into a computer terminal (multi-tasking); speak English clearly and understandably; comprehend, interpret and retain written and orally presented information effectively i.e., read, memorize, interpret and apply policies and procedures, State Penal Code, FCC regulations, charts and maps. Performs other related duties as assigned.

JOB REQUIREMENTS: The Public Safety Telecommunicator must possess at a minimum a high school diploma or equivalent. Must work any shift assignments including holidays, weekends, on-call and overtime (Public Safety Telecommunicators work 12 hour shifts). Must have the ability to handle high volumes of emergency calls with tact, good judgment, initiative and speed; question callers while simultaneously typing information into a computer terminal (multi-tasking); speak English clearly and understandably; comprehend, interpret and retain written and orally presented information effectively i.e., read, memorize, interpret and apply policies and procedures, State Penal Code, FCC regulations, charts and maps. The Public Safety Telecommunicator will be exposed to highly emotional, angry, or disturbed callers and must have the ability to calm these callers to obtain pertinent information. Ability to work effectively with the people and to maintain effective working relationships with the public and with co-workers. Ability and skills to adapt to a changing work environment or to required changes. Must have a positive and proper attitude toward work assignments and work relationships. Possess good oral and written communication skills and the ability to understand and follow oral and written instructions. Ability to type a minimum of 35 wpm (must demonstrate), file and

keep accurate records. Ability to use general dispatch equipment (computers, telephones, copiers, fax, radios, etc.). Maintains an enthusiastic, self-reliant and self-starting approach to carrying out duties and responsibilities. Ability to pass a thorough background investigation which will cover information regarding relatives, references, acquaintances, educational background, residential history, employment history, criminal history, military service records, financial status, legal history, drug use, and related areas. **Must not have any felony convictions (you must not have been convicted of any crime punishable by imprisonment in a penitentiary.)**

PHYSICAL REQUIREMENTS: The Public Safety Telecommunicator requires dexterity and manipulative abilities to operate multiple computers, printers, copiers, fax machines and radio equipment / telephone equipment. The incumbent, in performing the required duties, frequently sits, stands, walks, bends, stoops and twists. The Public Safety Telecommunicator needs to be able to grasp materials with one hand and with two hands frequently in order file, sort, and write/type/keyboard. It is necessary for the incumbent to have normal or corrected vision as well as be able to do close eye work with the computers and court papers. It is necessary to be able to hear normal and soft tones. The incumbent should be able to distinguish temperatures by touch or proximity as well as distinguish smells when needed. This position works in a normal inside work environment.

JOB DUTIES AND PERFORMANCE STANDARDS

- Receives telecommunications training and is assigned progressively responsible duties as a Telecommunicator over the course of a probationary period.
- Receives complaints in person or by phone and elicits appropriate information to ensure a timely response.
- Monitor's multiple radio channels including Law Enforcement, Fire, and EMS; receives and transmits messages by radio and maintains detailed logs within the Computer Aided Dispatch (CAD) system of transmissions.
- Receive emergency and non-emergency calls for service including Law Enforcement, Fire and EMS request and elicits appropriate information to ensure a timely response.
- Effectively and efficiently enters call information in the Computer Aided Dispatch (CAD) system and correctly classifies call types.
- Dispatches Law Enforcement, Fire and EMS to calls in a timely manner per SOPs and guidelines.
- Dispatches other agencies such as Animal Control, Virginia State Park Police and Virginia Conservation Police when required.
- Correctly directs non-emergency callers who have NO complaint but are looking for a specific agency or person to the appropriate agency or person.
- Receives and disseminates information thru the use of data terminals linked to the Virginia Criminal Information Network (VCIN).
- Monitors VCIN teletype traffic, sends teletype messages and maintains teletype logs.
- Handles all warrant and protective order related activities including entry into CAD and VCIN/NCIC.
- All other duties as assigned.

I have read, understand and accept the duties, standards, and expectations required of this position. I hereby affirm my good faith compliance with all 9-1-1 Center policies and procedures.

Employee: _____

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.