

PUBLIC SAFETY TELECOMMUNICATOR I

POSITION SUMMARY

This critical role serves as the vital communications link between the public needing help and emergency services response. As members of the public safety ecosystem, Public Safety Telecommunicators (PST) are most often the first point of contact when a person reaches out for help. This entails a candidate to be able to work independently in a high-stress environment while receiving and evaluating incoming emergency and administrative requests for emergency services, including but not limited to law enforcement, fire, and emergency medical services (EMS); triaging those requests for service; providing guidance and assistance to the public in life-safety situations; and coordinating appropriate responses to high-risk, high-stress operations, with the objective of keeping all participants safe

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Operates a sophisticated workstation comprised of multiple computer systems, computer-aided dispatch (CAD) software and geographical information systems (GIS), state and federal clearinghouses, call handling including teletypewriter (TTY), text-to-911/video-to-911 sessions, as well as communications systems such as radio dispatch consoles and recording systems.
- Using knowledge of fire, EMS, and law enforcement protocols to prioritize and sequence calls promptly in limited time with limited or no supervision.
- Monitor alarms, closed circuit televisions, and controls building entrances for security purposes.
- Accurately and comprehensively document all calls, actions taken, and relevant information in the computer system, ensuring that records are complete and easily accessible.
- Maintain continuous communication with emergency responders, providing updates and critical information as necessary to ensure their safety and effectiveness.
- Provide pre-arrival and post-dispatch instructions and support to callers in emergency situations, including but not limited to cardiopulmonary resuscitation (CPR), child birth, hemorrhaging, active shooter, entrapments, and first-aid instructions, until help arrives.
- Adhere to established emergency response protocols, policies, and procedures, following legal and ethical guidelines while being aware of liability to the agency.
- Manage challenging callers using the latest techniques in handling distressed, autistic, hearing-impaired, elderly, angry, and foreign-language speaking callers.
- Provide direct counseling and de-escalation of suicidal persons, domestic violence victims, and children.
- Using text-to-911 to communicate effectively with callers. Similarly utilize video-to-911 to obtain a first-response view of a scene or situation and relay observations to emergency responders.
- Interpreting caller location using call handling techniques, geographic knowledge, technology, and location tracking capabilities.
- Conducting safety status checks of responders and using other available technology to ensure on-scene responders' safety.
- Use mass notification software to keep the public informed of emergency incidents.
- Provide testimony in a professional capacity on behalf of city or state prosecutors, as subpoenaed, for criminal cases.

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- Complete training, certifications, and competencies as needed by actively seeking continuing education and career development opportunities.
- Use debriefing tools, stress management techniques, and critical incident response models to manage mental or emotional strain resulting from adverse or very demanding circumstances.
- Must work a rotating shift schedule, to include nights, weekends, holidays, and overtime, to provide 24/7 emergency services.
- Performs other duties of a similar nature or level as required.

Knowledge, Skills, and Abilities (required by end of probationary period):

- Thorough knowledge of policies, procedures, processes, laws, ordinances, and regulations affecting public safety call-taking and the ability to apply them appropriately;
- Adhere to policy and procedure requirements that include confidentiality of information and trustworthiness while dealing with sensitive information;
- Customer service techniques;
- Proficient in alphanumeric and data entry;
- Ability to handle multiple tasks simultaneously, under pressure, and in emergency and stressful situations;
- Ability to monitor, receive, and transmit information from a variety of sources (to include hearing, vision and clear speech);
- Ability to think clearly and make critical decisions in emergency situations;
- Ability to read maps and disseminate location information;
- Ability to use a variety of office equipment and related applications;
- Ability to work varying shifts, weekends and holidays;
- Maintain regular, reliable, and punctual attendance;
- Effective oral and written communication skills to include efficient typing abilities .t
- APCO Public Safety Telecommunicator certification

QUALIFICATIONS

Education and Experience (position requirements at entry):

- High School Diploma or General Equivalency Diploma (G.E.D.)
- One to three years related experience and a working knowledge of standard practices and procedures.
- Or the equivalent combination of education and experience required to successfully perform the essential duties of the position.

Special Requirements (at entry):

- Pre-employment Hearing Screening and Biannual hearing tests required. Hearing must meet industry standard hearing and testing guidelines.
- Pre Employment Illegal Substance Screening
Able to pass NCIC and CJIS background checks and maintain related user privileges and authorities.
- Achieve NCIC Certification within 1-year of employment
- Valid Driver's License

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WORKING CONDITIONS

- Positions in this class typically require: fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions. Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sit or stand in one place for long periods of time.
- Work in high stress emergency situations; communicates with people that may be ill, scared or suicidal.
- Deal with crisis situations that require making quick, major decisions involving people, resources, and property with frequently limited direction.
- Cope with stressful situations, emotional and irate callers, and unprofessional responder contacts.
- Extensive use of telecommunications and radio equipment required.
- Requires shift work.

Classification: Grade 14

FLSA: Non-Exempt

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