

911 Telecommunicator

GENERAL SUMMARY

This is administrative work that involves the receipt and processing of calls for assistance through the County 911 emergency telephone system. Duties include the dispatch and monitoring of appropriate emergency response providers such as police, fire and emergency medical services.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Answer telephone calls requesting emergency services
- Interrogate callers for necessary information to properly handle the call
- Evaluate the situation as related by the caller, or make judgement of the possible situation in the absence of clear communication with the caller
- Validate/verify information concerning the source of the call, status and availability of emergency service responders and supplementary information in the center data-base.
- Determine the appropriate public safety units by type and location to be dispatched
- Dispatch emergency service providers and monitor their activities as needed to provide additional support
- Operate terminal of Commonwealth Law Enforcement Assistance Network (CLEAN) to make entries, conduct inquiries, and create reports or radio telecommunications messages concerning inquiries by law enforcement personnel
- Make entries into Center and other data bases as appropriate
- Respond to public inquiries of both emergency and non-emergency nature in accordance with established policy
- Complete forms/screens required for Center operations
- Other duties as assigned

DESIRABLE EDUCATION AND EXPERIENCE

- A high school diploma or equivalent

SPECIFIC KNOWLEDGE/SKILLS DESIRED

- Able to read and comprehend policies, technical manuals, visual displays from the Center data base, training materials and forms/reports
- Able to communicate effectively in writing sufficient to maintain journals, logs, index cards and reports, and to relate events of specific calls and actions
- Verbal expression fluent, clear and distinct
- Speech intelligible at conversational level and during time of excitement or high stress
- Ability to organize material into concise and accurate messages
- Level of manual dexterity sufficient to rapidly and accurately operate switches, toggles, buttons, dials or other telecommunication/computer control devices
- Ability to analyze a situation accurately and to take or suggest the appropriate course of action
- Hear and distinguish noises and understand spoken language with high accuracy, even when other noises are present

- Able to distinguish various colors presented in the Computer Aided Dispatch System
- Able to remain patient and calm when dealing with callers who are highly agitated, angry, panicked, emotionally upset or otherwise not able to effectively communicate their needs due to age, injury, illness, or other debilitating situation
- Able to consistently perform to a high standard without incurring periods of incapability during the conduct of duties
- Able to type 30 words per minute within six months of hire
- Able to successfully complete the 40 hour APCO Basic Telecommunicator Course and EMD program and other required training courses
- Ability to learn new procedures and techniques for handling current as well as any additional equipment, radios, telephone, CRT, recording equipment, etc.
- Must be able to pass any/all background investigations
- Must be able to pass the Lackawanna County Emergency Services Telecommunicator Applicant Pre-Test, physical, eye (including colorblindness), hearing, drug and psychological testing

Interested individuals must complete an application no later than July 24, 2009. The actual testing process takes approximately two hours. Applicants will be contacted directly for an individual testing appointment.

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EOE