



# COUNTY OF ERIE

## POSITION ANNOUNCEMENT

AN EQUAL OPPORTUNITY EMPLOYER

**POSTING DATE: APRIL 3, 2019**

**CLOSING DATE: APRIL 17, 2019**

**TITLE: TELECOMMUNICATOR I (2 OPENINGS) GRADE: AC 06**

**DEPARTMENT: PUBLIC SAFETY/911**

**BARGAINING UNIT: AFSCME**

**ENTRY RATE: \$13.58 /HR \$28,246 /YR**

**HOURS PER WEEK: 40**

**PROCEDURE TO APPLY:** Please read the **County of Erie Job Application Procedures** before applying. Those wishing to apply for this position shall submit a County Employment Application and a Bid Form stating their qualifications to the Human Resources Department at the Erie County Court House, 140 West 6<sup>th</sup> St. Room 501, Erie, PA 16501. Apply Monday - Friday, 8:30 am - 4:00 pm.

APPLICATIONS AND BID FORMS CAN BE DOWNLOADED FROM THE INTERNET BY GOING TO THE ERIE COUNTY WEB SITE AT [www.eriecountypa.gov](http://www.eriecountypa.gov) AND THEN CLICK ON JOB OPPORTUNITIES. COMPLETED FORMS CAN EITHER BE MAILED TO THE ABOVE ADDRESS OR FAXED TO 814-451-6484.

**THE COUNTY OF ERIE IS AN EQUAL OPPORTUNITY EMPLOYER. MEN AND WOMEN OF ALL MINORITY AND NON-MINORITY GROUPS INCLUDING INDIVIDUALS WITH DISABILITIES ARE ENCOURAGED TO APPLY.**

**ALL NEW HIRES ARE SUBJECT TO A CRIMINAL BACKGROUND CHECK.**

### **DEFINITION OF CLASS:**

The Public Safety Telecommunicator reports directly to the Shift Commanders.

This is an entry-level professional position involving extensive, incremental instruction in 9-1-1 emergency & non-emergency call taking, emergency and non-emergency response dispatching, crisis management and record keeping skills as required.

An employee in this position undertakes theoretical & practical instruction in emergency telecommunications skills, utilizing automated communications networks to receive information from the public and to disseminate same among telecommunicators of emergency and non-emergency public services. He/She studies codified, inter-related protocols, procedures and device descriptions, completes classroom instruction prescribed by the agency and applies the same with incrementally increasing independence, on duty in the emergency communications center.

### **Classifications:**

Telecommunicator I: \$13.58/hour – The starting rate for a call taker trainee during the 180 day probationary period. Based on performance, may be extended for an additional 90 days.

Telecommunicator II: \$14.39/hour – Acquired skills to be proficient and work independently as a 9-1-1 call taker; successful completion of probationary period.

Telecommunicator III: \$15.26 – In addition to the aforementioned criteria, acquired skills to be proficient and work independently as an EMS / Fire or Law Enforcement dispatcher.

Telecommunicator IV: \$16.17/hour – In addition to the aforementioned criteria, acquired skills to be proficient and work independently as an EMS / Fire or Law Enforcement dispatcher.

**Note:** A Telecommunicator IV has acquired the necessary skills and proficiency to work independently and is fully crossed trained in every discipline.

## **DUTIES & RESPONSIBILITIES:**

- This is a bargaining unit position that involves the receipt and processing of calls for assistance through the County 9-1-1 emergency telephone system. Operates the 9-1-1 primary answering point console to effectively receive and process emergency and non-emergency calls, according to established policies and procedures.
- Monitoring and dispatching of appropriate emergency response providers such as police, fire, emergency medical services, emergency management and the hazardous materials response team.
- Receives oral and written instruction (classroom/live environment) in equipment capability and operation, call taking and dispatch techniques, and inter-personal communications including management of multiple emergencies, listening and questioning skills, categorization and identification of appropriate local and/or regional emergency providers.
- Telecommunicators may receive additional assignments necessary as delegated by the Shift Commander.
- Attendance at staff meetings and continuing education sessions will be required outside of normal work hours, including holidays and weekends. Rotating shift work may be required.
- Answers 9-1-1 and other calls for service requesting emergency and non-emergency services.
- Required to accurately and concisely enter caller information to include address information computer aided dispatch system.
- Demonstrates mandated competencies in practice scenarios and live environment.
- Responds to public inquiries of both emergency and non-emergency nature in accordance with established policies and procedures.
- Evaluate the situation as related by the caller, or make judgment of the possible situation in the absence of clear communication with the caller.
- Receives and processes calls in languages other than English, conferencing AT&T Language Line, retaining responsibility for courteous, accurate receipt, recording and transmission of information.
- Receives and processes emergency TDD (Telephone Device for the Deaf) with established policies and procedures.
- Validate/verify information concerning the source of the call, status and availability of emergency service providers.
- Dispatch of emergency service providers and monitor their activities as needed to provide additional support by coordinating all radio transmissions between police, fire, and EMS agencies.
- Operates a National Crime Information Center (NCIC)/Commonwealth Law Enforcement Assistance Network (CLEAN) to conduct inquiries, entries and generate reports or communications messages concerning inquiries by law enforcement personnel.
- The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be considered as a detailed description of all the work requirements that may be inherent in the job.

## **REQUIRED KNOWLEDGE, SKILLS, & ABILITIES:**

- Knowledge of day-to-day operations in an emergency communications center.
- Knowledge of Public Safety including police, fire, EMS, emergency management & hazardous materials response team operations.
- Must be able to communicate effectively in writing sufficient to maintain journals, logs, computer aided dispatch and reports, and to relate events of specific calls and actions.
- Must be able to read and comprehend policies and training manuals.
- Must possess ability to record, convey and present information, explain procedures and follow instructions.
- Fluent, clear and distinct verbal communication skills.
- Must possess excellent decision making skills.
- 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.
- Must be 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.
- Ability to learn new procedures and techniques for handling current as well as any future technology (equipment, radios, telephone, CRT, recording equipment, etc.)
- Working knowledge of 9-1-1 computer systems, telephones, CAD, CLEAN, NCIC and communications systems.
- Ability to fully understand all computer aided dispatch (CAD) functions and commands.
- Ability to seamlessly adapt to technology failures.
- Ability to fully understand all GIS Mapping functions and commands as they pertain to 9-1-1 call taking.
- Must be able to cope with the physical and mental stress of the position and to mentally and physically react quickly to emergency situations.
- Must be able to sit for long periods during the work day, with intermittent periods of standing, walking, bending, twisting and reaching as necessary to carry out duties of job.

#### **MINIMUM REQUIREMENTS:**

- A high school education or GED equivalent is required.
- The ability to effectively communicate over the telephone is required. Answering proficiency must be established and maintained.
- Experience in the field of public safety including call taking and emergency dispatch preferred, but not required.
- Must be able to successfully pass the critic-call pre-employment call taking/dispatching testing program.
- Basic computer literacy
- Audio testing
- Must agree to and pass a criminal background check.
- The County can conduct periodic, unscheduled blood and/or urine tests for drug and/or alcohol screening.

#### **PREFERRED REQUIREMENTS: (Must obtain the following certifications within six (6) months)**

- a) Must obtain certification in APCO Public Safety Telecommunicator I, 6<sup>th</sup> Ed.
- b) Pennsylvania Certification as a 9-1-1 Call Taker (104 Hours)
- c) Pennsylvania Certification as a Police Dispatcher (32 Hours)
- d) Pennsylvania Certification as a Fire Dispatcher (16 Hours)
- e) Pennsylvania Certification as a EMS Dispatcher (16 Hours)
- f) Pennsylvania Certification as a Emergency Management Dispatcher (16 Hours)
- g) Must obtain Certification in Emergency Medical Dispatch (24 Hours)
- h) Must obtain Certification in Emergency Fire Dispatch (24 Hours)
- i) Must obtain Certification in Cardiopulmonary Resuscitation (CPR)
- j) Must obtain NCIC/CLEAN Certification
- k) Must obtain NIMS Certification (IS100, IS200, IS700, IS800)

\*\*Satisfactory completion of class work and associated examinations is a prerequisite to continuing employment.

\*\*Must successfully complete 500 hours of training and testing to perform the necessary job functions of dispatching fire, police, emergency medical services, emergency management, hazardous materials and other relevant duties.