

Job Description
PUBLIC SAFETY TELECOMMUNICATOR

DEFINITION

Under direction receives and responds to telephone or other electronic requests for emergency assistance, including law enforcement, fire, medical, or other emergency services and/or dispatches appropriate units to response sites; does related work as required.

NOTE: The definition and examples of work for this title are for illustrative purposes only. A particular position using this title may not perform all duties listed in this job specification. Conversely, all duties performed on the job may not be listed.

EXAMPLES OF WORK

Receives telephone or other electronic requests for emergency assistance.

Determines the nature of the call and may transfer caller to appropriate PSDP upon determining the nature of the call.

Obtains, verifies, and records the location of the emergency, the name of the caller, the nature, severity, and current status of the emergency, and obtains any other appropriate information needed to secure a full assessment of the circumstances.

Operates automatic number identification (ANI), automatic location information (ALI), telecommunications devices for the deaf (TTY/TDD) or other electronic devices to obtain and verify required data; may be required to access foreign language interpreter service for non-English speaking callers.

Maintains a reassuring and calming manner with callers in order to obtain required information; persuades emergency callers to stay on the line.

In response to medical emergencies, provides first aid or CPR instructions to stabilize the medical condition of persons until the arrival of professional medical assistance.

In nonmedical emergencies, provides precautionary instructions and advice to help assure the personal safety of persons and/or to minimize the loss of property, pending the arrival of fire, police, or other assistance.

Refers nonemergency situations to other appropriate public or private agencies, and may dispatch nonemergency personnel or equipment.

Relays information or instructions to field units via radio or mobile data terminal.

Utilizes video display terminal or computer oriented or radio equipment to receive, monitor, record, summarize, and/or transmit data relating to the emergency.

Determines the appropriate type of agency(ies) to respond to the specific emergency or call for assistance.

Utilizes radio, telephone, computerized, or other electronic equipment to dispatch specific law enforcement, fire, or medical assistance units to the scene of an emergency based on pre-established response plans, and seeks guidance from supervisory personnel when circumstances warrant significant deviation from pre-established response plans.

May assist in locating or contacting individuals needed to staff the response.

As instructed, coordinates the dispatching of units involving two or more government jurisdictions.

Job Description
PUBLIC SAFETY TELECOMMUNICATOR

Maintains and facilitates communication with responding units by receiving and relaying information, including confidential information, to authorized personnel.

Detects and takes alternative/corrective action when communication system or program errors occur and reports malfunctions in accord with established procedures.

Maintains a constant update on the status of emergency units in the field and of on-call personnel.

May make entries, inquiries, cancellations, and modifications of records in various systems and databases such as the National Crime Information Center (NCIC) and State Crime Information Center (SCIC), Stolen Vehicle File, Stolen License Plate File, Stolen-Missing Gun File, Stolen Article File, Wanted Person File, Stolen or embezzled or Counterfeited or Missing Securities File, Stolen Boat File, Hazardous material databases, and hospital status files.

Answers questions about application of regulations or policies.

Receives and answers telephone, radio, and video display inquiries of the NCIC and the SCIC for law enforcement agencies of the state.

Maintains and updates NCIC, SCIC, and other records and files.

Maintains the official station record and/or maintains a daily log of all incoming and outgoing communications.

Activates emergency alert systems, such as bells, sirens, beepers, and tone activated devices.

May inspect fire alarm and circuit indicator panels to ascertain whether they are functioning properly.

Assists in the training of trainees.

Prepares reports and statistical data.

Inspects and makes minor adjustments or very minor repairs to communications and related equipment.

Will be required to learn to utilize various types of electronic and/or manual recording and computerized information systems used by the agency, office, or related units.

REQUIREMENTS

EXPERIENCE

One (1) year of experience in work involving the receiving, transmitting, and relaying of video display and/or radio messages, and in the receiving, relaying, and recording of complaints and requests for emergency assistance, which shall have included the use of video display, data processing, automatic number identification, automatic location identification, switching equipment, or other computer oriented equipment.

NOTE: Appointees to positions at Public Safety Answering Points and at some Public Safety Dispatch Points must have achieved training and certification by the Office of Emergency Telecommunications Services (OETS) in the Department of Law and Public Safety as required by NJAC 13:81-2.

LICENSE

Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position.

Job Description
PUBLIC SAFETY TELECOMMUNICATOR

KNOWLEDGE AND ABILITIES

Knowledge of methods for operating communications systems.

Knowledge of procedures used for emergency medical treatment.

Knowledge of information required for documenting emergency situations and calls.

Knowledge of emergency medical, fire, police, and other emergency terminology.

Knowledge of the functions of the operating units or departments within the agency or jurisdiction.

Knowledge of procedures for dispatching emergency and nonemergency equipment and personnel.

Knowledge of organizational lines of communication.

Knowledge of the types, disadvantages, and advantages of available communication systems.

Knowledge of security procedures involved in the dissemination of information.

Knowledge of emergency management procedures.

Knowledge of established safety procedures and guidelines.

Knowledge of the geography and street locations of the community served.

Knowledge of procedures for investigating and resolving complaints.

Ability to operate automatic location identification (ALI), automatic number identification (ANI), and other communications equipment in a complex communications program.

Ability to learn the purpose and operation of various law enforcement and other information systems and the Statewide 9-1-1 Enhanced Emergency Telephone System.

Ability to answer voice and TTY/TTD (telecommunications devices for the deaf) telephone calls received from the public.

Ability to operate a Computer Aided Dispatch (CAD) system.

Ability to provide clear instructions and guidance to callers in emergency situations.

Ability to establish goals and set priorities.

Ability to relay instructions or questions accurately and clearly.

Ability to comprehend, interpret, and evaluate relevant information from various types of source materials.

Ability to obtain and analyze facts to reach logical conclusions.

Ability to read and discern visual images on a variety of media.

Ability to apply existing call codes to emergency situations.

Ability to organize assigned communications work and develop appropriate work methods in accordance with established procedures.

Job Description
PUBLIC SAFETY TELECOMMUNICATOR

Ability to obtain information from physically or emotionally distressed individuals.

Ability to interact with people who are in differing situations.

Ability to work both independently and as part of a team.

Ability to take accurate and complete messages.

Ability to understand, remember, and carry out oral and written instructions.

Ability to decode call locations using appropriate equipment.

Ability to recognize incorrectly transmitted messages, codes, or error input.

Ability to read road maps.

Ability to collect information from both English speaking and non-English speaking individuals.

Ability to prepare reports and statistical data and to keep accurate records.

Ability to count and to add and subtract whole numbers.

Ability to speak clearly, concisely, and in a professional manner.

Ability to comprehend and apply basic law and regulations, including the laws, rules, regulations, standards, policies, and procedures of the Federal Communications Commission and of the New Jersey State Office of Emergency Telecommunications Services.

Ability to ensure that calls are sent accurately and promptly.

Ability to maintain the confidentiality of information received.

Ability to make entries to the NCIC and SCIC and maintain those records in current condition.

Ability to learn to utilize various types of electronic and/or manual recording and information systems used by the agency, office, or related units.

Ability to read, write, speak, understand, or communicate in English sufficiently to perform the duties of this position. American Sign Language or Braille may also be considered as acceptable forms of communication.

Persons with mental or physical disabilities are eligible as long as they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.

This job specification is for local government use only.