



JOB TITLE: Telecommunicator

RESPONSIBLE TO: Assistant Supervisor or Platoon Supervisor

INTRODUCTION: The Telecommunicator is the public's primary point of contact when requesting a response by public safety resources. He/she promotes the Department's core values of integrity, respect, and customer service without compromise.

DUTIES AND RESPONSIBILITIES:

1. Receive calls from the public; accurately assign requests for police, fire, emergency medical units and other public safety resources.
2. Dispatch appropriate units to police, fire and emergency medical incidents.
3. Facilitate communication coordination with public safety agencies and their resources.
4. Knowledgeable in county geopolitical boundaries, major highways and landmarks.
5. Carry out day-to-day operation in accordance with all communication center written directives, policies, procedures and guidelines.
6. Utilize all available tools and technologies to efficiently complete all job tasks. Systems include Computer Aided Dispatch, Enhanced 9-1-1 and Wireless Phase II.
7. Accurately record information on variety of forms and logs as dictated by policies and procedures.
8. Maintain job-related certifications which include, but are not limited to, Association of Public-Safety Communications Officials (APCO) Public Safety Telecommunicator, Commonwealth Law Enforcement Assistance Network (CLEAN), PEMA Telecommunicator, Emergency Medical Dispatch (EMD), and CPR.
9. Establishes and maintains effective working relationships with administration, field users, vendors, and the general public. Maintains a professional workplace at all times, and ensures that the highest degree of customer service skills are utilized without compromise.
10. Develops and maintains teamwork, and promotes positive morale.
11. Performs other related duties as assigned.
12. Considered "essential personnel" and will be required to report for work **regardless of weather conditions.**

SUPERVISORY CONTROLS: Day-to-day operation is guided by Department and Division written directives, policies, procedures and guidelines. Incidents or situations being handled that fall outside the scope of guidelines, normal practice and day-to-day operation should be reviewed by the on-duty Supervisor(s) as needed. Suggestions to immediate supervisors regarding new or improved techniques and methods of obtaining effective results and overcoming unusual problems are encouraged.

EVALUATION: Work is reviewed by the Platoon Supervisor(s) and Assistant Supervisor(s) through interactive observation, reports, meetings, and conferences and evaluated for results obtained, fulfillment of expectations and program objectives, and adherence to management philosophies, operational guidelines, and law.

QUALIFICATIONS: High school diploma or equivalency. **No record of criminal convictions.** Excellent interpersonal, oral and written communication skills with the ability to complete those skills successfully in high stress situations. Adequate computer and typing knowledge. Valid state driver's license. Able to work various shifts, rotating schedules, weekends and holidays.

PHYSICAL REQUIREMENTS: Ability to sit, stand, and operate a keyboard & mouse for moderate periods of time. Ability to work during all weather conditions. Occasionally may be required to do light level physical work that would include reaching, pulling, bending, and lifting.