

Civil Division: Oneida County Government
Jurisdictional Class: Competitive
EEO Category: Protective Service: Non-Sworn
Revised: 10/10/13

PUBLIC SAFETY TELECOMMUNICATOR

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this class acquires or elicits information from multiple sources requiring the assistance of police, fire, emergency medical services, or associated public service providers in emergency and non-emergency situations. The information is analyzed, classified and summarized for dispatch or referral. The information is then transmitted, relayed, or disseminated to the field units or other supporting resources.

The incumbent operates a variety of communications equipment, including computer-based radio and telephone equipment and computer terminals to acquire, relay and dispatch emergency personnel and equipment, as well as inquire, enter, and maintain public safety related databases. An employee in this class will be familiar with and fully functional at each operational position of the communications center.

An employee in this class exercises independent judgment, alertness and responsiveness within the parameters of established operating policies, procedures and guidelines which aid in reacting to incidents which may involve danger to life and/or damage to property. The work is performed under the general supervision of a Senior Public Safety Telecommunicator, Supervising Public Safety Telecommunicator, Radio Dispatch Supervisor, or other authorized personnel.

Areas of assignment may include: answering telephone requests for emergency and non-emergency calls for service from the public and associated public service providers; the dispatching of police, fire/rescue, EMS and public service provider personnel and equipment to emergency and non-emergency incidents; database inquiries, entries, and maintenance; training; and public relations events.

The job involves an unusual working environment. There can be sudden changes in work activity. High stress conditions may exist when dealing with life and death situations. The ability to remain calm in emergency situations, and the ability to be polite, especially when dealing with angry and abusive people, is needed. Employees are required to work shifts which cover both day and night hours, weekends and holidays. Employees in this class may be required to assist with training, development and evaluation of new personnel. The job also requires employees to maintain a clean and tidy work environment at all times, thus promoting a clean, safe and healthy work place. Supervision of subordinate employees is not exercised in this class. The incumbent performs related work as required.

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TYPICAL WORK ACTIVITIES: (Illustrative Only)

Receives, processes and dispatches, in a calm and professional manner, incoming emergency and non-emergency calls from the general public and other public service providers using proper telephone and radio protocol and techniques;

Enters and maintains event information onto the CAD system;

Maintains inquiries and entries on a database;

Utilizes knowledge of, and demonstrates proper application of Federal, State and local laws and ordinances relating to public safety, as well as locality and departmental rules, regulations, policies and procedures;

Develops, maintains and utilizes good listening skills;

Provides information and direction to callers;

Contributes to, and participates in, the team effort of training new personnel, cross-training of veteran personnel and the continuing training of all personnel;

Performs clerical duties related to the job;

Performs computer inquiries into State and Federal Law Enforcement data bases;

Utilizes various maps and other sources of reference material for dispatch recommendations, incident scene control and for providing direction to responding units;

Performs other tasks, as assigned by supervisors.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the application of departmental policies and procedures; good knowledge of the application of Federal, State and local laws and regulations that pertain to the operations and functions within a communications center; working knowledge of the geography, political sub-divisions, law enforcement, fire, and EMS response areas of the County; working knowledge of the application of English language arts; working knowledge of the application of basic mathematics; ability to operate various electronic communications, data processing and recording equipment; ability to quickly and accurately enter orally transmitted information into a computer utilizing a keyboard; ability to distinguish, differentiate and respond to multiple visual and/or audible stimuli from personnel, equipment and/or printed documents; ability to follow written and verbal instructions; ability to remember and recall information; ability to alphabetize and catalogue; ability to maintain composure and function under various levels of activity and stress; ability to use good judgment, tact and courtesy in all communication with the public; ability to work as part of a team; ability to multi-task; ability to make decisions and form conclusions based on established policies, procedures, rules, regulations and guidelines; maintain confidentiality; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from high school or possession of a high school equivalency diploma **AND** satisfactory completion of a minimum of thirty (30) college credit hours* from a regionally accredited or New York State registered college or university; **OR**
- (B) Graduation from high school or possession of a high school equivalency diploma **AND** one (1) year of experience* as an emergency medical service worker, a rescue service worker, an emergency dispatcher worker, a firefighter or a peace officer; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma **AND** two (2) years of experience in customer service**.

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MINIMUM QUALIFICATIONS: (continued)

NOTE: Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time experience requirements.

*Substitution – Certification as an Emergency Medical Technician or as a First Responder may be substituted for thirty (30) college credit hours as stated in (A) above or for one (1) year of experience as defined in (B) above.

**Customer Service – interaction with customers, face-to-face, over the phone or through electronic communication, concerning claims and/or inquiries.

SPECIAL REQUIREMENT: Candidates **must** be CPR certified at time of appointment.

NOTE: There will be a qualifying (pass/fail) performance test in keyboarding at a minimum acceptable rate of 20 wpm corrected. The test will be administered on a computer keyboard--no knowledge of computers or specific software is required. A visual acuity, and a hearing acuity test will also be given to candidates offered conditional employment to ascertain if candidate is able to perform the essential functions of the position.

Adopted: 12/08/92

Revised: 01/20/95, 11/30/95, 12/05/05, 08/03/09, 02/03/12, 10/10/13

Title in promotional series: Public Safety Telecommunicator, Senior Public Safety Telecommunicator, Supervising Public Safety Telecommunicator