

# **PUBLIC SAFETY TELECOMMUNICATOR**

45050  
(Competitive)

## **DISTINGUISHING FEATURES OF THE CLASS**

The work involves responsibility for answering emergency and non-emergency calls for police, fire and emergency medical services and relaying information to dispatch staff. Under the general supervision of a Public Safety Shift Supervisor, an employee in this class operates telephone communications equipment and inputs data into computer-aided dispatch systems utilizing a typewriter style computer terminal keyboard and provides emergency medical services pre-arrival instructions as required. An employee in this class exercises independent judgment in light of standard operating procedures that guide in reacting to criminal incidents which may involve danger to life and/or damage to property. The job involves an unusual working environment which includes high stress dealing with life and death situations, the need to remain calm in emergency situations and the need to be polite when dealing with angry and abusive people. Employees are required to work shifts that cover both day and night hours. Employees in this class are required to assist with training, development and evaluation of new personnel. The job also requires employees to leave their work environment in a clean and tidy condition at all times thus promoting a clean, safe and healthy work place. Supervision of subordinate employees is not exercised in this class. Does related work as required.

## **TYPICAL WORK ACTIVITIES**

Answers, screens and processes incoming emergency and non-emergency calls from the general public and other public safety service providers.  
Enters event information into the CAD system on the event entry mask completely and accurately.  
Facilitates caller with means for obtaining life saving instructions as needed including emergency medical services prearrival instructions as required.  
Demonstrates the proper application of Center policies and procedures.  
Utilizes knowledge of and demonstrates proper application of Civil and Criminal laws, ordinances, Vehicle and Traffic laws and fire codes.  
Gathers pertinent information from caller and documents this information in the event history.  
Supplements existing events with additional information as received.  
Maintains contact with the caller until units arrive on the scene during life threatening situations.  
Classifies information gathered into proper CAD event code.  
Accesses the CAD and the C.H.A.I.R.S. information files as needed.  
Operates the CAD and the C.H.A.I.R.S. terminal and keyboards.  
Changes/updates event types based on information received.  
Uses ACD (Automatic Call Distribution) agents and their associated features to answer, transfer or process emergency and non-emergency calls.  
Develops knowledge and demonstrates proper application of all CAD features relating to call taking.  
Operates backup systems telephones in the event of an ACD system failure.  
Enters event information onto complaint cards completely and accurately during manual operations.  
Demonstrates the proper use of all card holders for event routing during manual operations.  
Displays proper use of the street directory, telephone lists and other documents associated

with manual operations.  
Makes appropriate notifications to supervisors.  
Refers callers to other agencies as appropriate.  
Develops and utilizes good listening skills  
Provides information and direction to callers.  
Participates in the promotion of clean, healthy and safe work environment and performs related duties as required.  
Maintains a good rapport with co-workers, supervisors and field forces.  
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 related duties as assigned by supervisors.

#### FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

Working knowledge of the geography of roads, streets and highways in the county.  
Ability to react quickly and calmly to emergency telephone calls for service.  
Ability to control telephone conversations with distraught, confused callers through calmly, carefully directed interrogation to obtain all pertinent information regarding the request for service.  
Ability to transmit orally messages with good diction and in a clear speaking voice.  
Ability to use good judgment, tact and courtesy in talking with the public and in responding to requests for service.  
Ability to read, speak and write English.  
Ability to learn and to apply to real situations, Center codes, standard operating procedures and the ability to learn and apply to real situations the operation of data processing information retrieval equipment such as computer terminal keyboards.  
Ability to learn and to apply to real situations the use of Telephonic equipment and associated instant recall recorders.  
Ability to follow oral and written instructions which pertain to job assignments and methods of performance therein.  
Ability to perform routine clerical tasks, such as making written entries on simple records such as logs or lists, filing written records in alphabetical order and simple typing/data entry not requiring a skilled typist.  
Physical condition commensurate with the demands of the position.

#### MINIMUM QUALIFICATIONS

- A. Successful completion of a course in typing or data entry; or,
- B. Six (6) months of work experience, or its part time equivalent, involving typing or inputting on a keyboard style computer terminal as a major function of the job.

#### SPECIAL NECESSARY REQUIREMENT

Education: At time of appointment, candidates must be high school graduates or holders of a high school equivalency diploma issued by an education department of any of the states of the United States or holders of a comparable diploma issued by any territory, commonwealth, or possession of the United States or by the Canal Zone or holders of a report from the United States Armed Forces certifying successful completion of the tests related to general education development, high school level.

#### SPECIAL NECESSARY REQUIREMENT

Successful completion of a course and certification for Emergency Medical Dispatch (EMD) during the employee's probationary period.

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