



THURSTON 9-1-1 COMMUNICATIONS

Public Safety Telecommunicator

Classification Specification 1111

Department: Dispatch
Pay Plan/FLSA Status: 618C/Non-Exempt
Reports to: Public Safety Telecommunications Supervisor
Supervises: none

GENERAL DESCRIPTION

The Public Safety Telecommunicator receives and prioritizes emergency and non-emergency telephone calls from the public, processing information with the aid of a computer-aided dispatch (CAD) system. This position is responsible for dispatching the appropriate public safety agencies including law enforcement, fire and emergency medical units when needed, and monitors public safety units in the field. This position also retrieves and enters computer data for law enforcement personnel within the service area.

This job description reflects the general concept and intent of the classification and should not be construed as a detailed statement of all the work requirements that may be inherent in a position.

ESSENTIAL JOB FUNCTIONS

Receives incoming calls on 50+ emergency and business telephone lines; operates multi-frequency radio and computer-aided dispatch, accesses emergency messages, monitors alarm systems, operates playback audio recorders, operates TDD, operates security devices and other related communications equipment.

Interacts with callers requesting emergency/non-emergency response or service from the community or public agencies. Evaluates information received and utilizes protocols provided through CAD and CBD (Criteria Based Emergency Medical Dispatch) systems to determine appropriate actions(s) to be taken. Uses addresses and other pertinent information to dispatch appropriate law enforcement, fire or emergency medical units.

Monitors and maintains the location and status of law enforcement, fire, emergency medical and other authorized non-member agency units in the field.

Enters and retrieves data on the ACCESS systems to assist law enforcement agencies in and out of Washington State.

Performs other related duties as assigned.

DISTINGUISHING FEATURES

The Public Safety Telecommunicator classification is distinguished from Public Safety Telecommunications Supervisor classification by the absence of supervisory and administrative responsibilities.

WORKING CONDITIONS

Duties are performed in a secured communications center with artificial lighting. There is limited opportunity for physical movement. Works rotating shift work in a 24 hour-a-day, seven-day-a-week operation that includes holidays. Mental stress may occur from the nature and urgency of the emergency services provided. Telephone/radio headsets must be worn for long periods. In emergency situations, may be required to drive to a back-up center, law enforcement agency, or fire department within the county.

QUALIFICATIONS

High school diploma or G.E.D. and one year of work experience in customer service or in the public safety sector or related field; OR six months experience receiving, evaluating, transmitting and monitoring emergency requests via telephone and/or radio for police, fire and medical services.

Must be 18 years of age or older.

Must be willing to work varying shift schedules, overtime hours, holidays, and on-call as needed.

A telephone or cell phone is required.

Ability to type 40 wpm, with score of 90% accuracy or better.

Knowledge of Windows-based computer programs.

Offers of employment in this classification will be made conditional upon the results of a standard hearing test, a psychological evaluation, and thorough background investigation.

Must have a valid Washington State Driver's License or have requested and obtained an appropriate accommodation.

Must have a valid CPR Certificate or ability to obtain within 30 days of hire.

DESIRED SKILLS

Ability to operate telephone, radio and related communications equipment in a clear, well-modulated voice using good diction.

Ability to think and act quickly, calmly and courteously in emergency situations.

Ability to exercise independent judgment in evaluating, prioritizing and acting upon routine and emergency requests.

Knowledge of the geography, streets, buildings and landmarks in Thurston County and the ability to read maps.

Basic medical and first aid knowledge to assess the nature of incoming calls and dispatch the appropriate units.

Basic knowledge of criminal and civil law.

Knowledge of local public agencies in general and of the law enforcement, fire, and emergency medical departments served.

Approved 01/10/2012