

TELECOMMUNICATOR EMERGENCY E-911 DISPATCH NCIC/CLEAN
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GENERAL DEFINITION:

This is a full performance level emergency call-taker/dispatcher position in public safety emergency communications. A position in this class serves as call taker/emergency dispatcher for emergency and non-emergency requests on E-911 trunked lines, administrative lines and, radio infrastructure at the Northampton County Public Safety Answering Point (PSAP). Work includes dispatching of calls to the appropriate discipline i.e. police, fire, EMS, municipal via radio in compliance with Center Standard Operating Procedures (SOP's). Operates CLEAN/NCIC system as needed in performance with duties.

TYPICAL EXAMPLES OF WORK: (Illustrative Only)

Receives emergency and non-emergency requests from public and public service providers within Northampton County for public safety services. Provides EMD (pre-arrival instructions) to persons in need of immediate life-saving intervention, when appropriate. Must adapt to unique situations that are presented by callers and then apply learned skills/guidelines in resolving situations. Determines by inquiry the exact location of the place or point of emergency and dispatches the appropriate response units. Utilizes CAD and GEO tools to determine location and appropriate municipal protocols for response. Utilize TTY transmission equipment for communication with the hearing impaired.

Must possess the ability to cope with highly stressful situations regularly, with minimal supervision. This position will be required to work a rotating shift and holidays. This position shall serve as peer trainer, as required. This position reports directly to the Dispatch Shift Supervisor.

Work includes operation of Statewide National Criminal Information Center (NCIC) and the Commonwealth Law Enforcement Assistance Network (CLEAN) system for police units, motor vehicle checks, enters stolen vehicles, plates, property, multiple public safety radio frequencies.

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES:

Knowledge of the geography, highway, and street systems in boroughs and townships, within the County of Northampton.

Knowledge of office practices and procedures commonly employed in communications, emergency management and public safety environment.

Ability to interpret GEO information.

Ability to multi-task, i.e., to identify and respond appropriately to emergency and stress situations.

Ability to speak clearly and distinctly over electronic media.

Ability to successfully pass drug screening test.

Ability to successfully pass a criminal history check.

Ability to successfully pass hearing test for various frequency sensitive levels.

Ability to successfully pass 32-hour EMD training program.

Ability to successfully pass 40 hour APCO Emergency Communications training program.

Ability to successfully pass NCIC/CLEAN training program.

Ability to successfully pass State required exams and maintain State certification.

Ability to operate a keyboard and mouse to access and input information proficiently.

Must have the ability to type a minimum of 25 words per minute.

Ability to learn the specific operation, rules and procedures governing County radio, computer, alarm and other systems.

Ability to learn specific computer aid dispatch software program and hardware.

Performs other related duties as required.

TOOLS AND EQUIPMENT USED:

Telephone; Computer aided dispatch tool (CAD) software and hardware; communication/radio equipment; fax machine; copy machine; computer keyboard and mouse. State NCIC/CLEAN computer network.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel objects, controls

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or tools listed above; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. Specific hearing abilities required by this job include hearing of various levels of frequencies and the ability to distinguish in verbal communication.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

ACCEPTABLE TRAINING AND EXPERIENCE:

Education equivalent to completion of the twelfth school grade. One to two years radio communications training and/or experience which has included involvement with radio equipment.

Or any equivalent combination of acceptable training and experience which has provided the knowledge, skills and abilities cited above.