

County of Fulton

Job Description

An Equal Opportunity Employer

Job Title: 9-1-1 Telecommunicator
Department: EMA/Communications
Reports To: 9-1-1 Director
Salary Level: S2, \$14.38 per hour
Prepared: 8/3/2020

WORK SCHEDULE:

Hours/Week:

Start Time:

End Time:

Workdays (Check all that apply):

S M T W Th F SA

TYPE POSITION:

Full Time Per Diem

JOB SUMMARY

A 9-1-1 Telecommunicator in this class can function with total independence and requires minimal supervision. This position is responsible for receiving emergency and non-emergency requests for services and for answering and dispatching calls to emergency service agencies. This employee displays knowledge of the various computer systems and works quickly and accurately with these systems.

REPORTING RELATIONSHIPS

Work is performed under the general supervision of the 9-1-1 Director.

ESSENTIAL JOB FUNCTIONS

Efficiently operate a state-of-the-art computer system in a timely manner by entering and interpreting data in a fast-paced, multi-task environment.

Efficiently operate the telephone systems in a timely manner by competently communicating with callers in a fast-paced, multi-task environment.

Efficiently operate radio equipment in a timely manner by competently communicating with providers in a fast-paced, multi-task environment.

Efficiently navigate emergency dispatch protocols in a timely manner by correctly determining the caller's situation and its corresponding condition. Selecting the appropriate response card then communicating instructions to the caller in a fast-paced multi-task environment.

Act decisively to accurately process requests for service and information in a timely manner in a fast-paced multi-task environment.

Employee will compose and enter the information from the caller into the correct format for entry in the computer aided dispatch system.

Provides information to the public concerning a variety of county services.

Demonstrates an ability to work in a secure environment and be confidential with the information garnered from the job position.

Ability to communicate effectively both orally and in writing.

OTHER SPECIFIC TASKS OR DUTIES

Must present a proper appearance in accordance with Fulton County standards.

Verifies, composes, and codes computer entries into the computer systems operated by the Pennsylvania State Police and Federal Bureau of Investigation, if required.

Responsible for being attentive in all forms of instruction including, but not limited to classroom instruction, direct supervision, and on the job training.

Other duties assigned by Director of Communications

MINIMUM QUALIFICATIONS

High School diploma or equivalent-

Must be 18 years of age

Must be a US Citizen

Must possess a PA driver license

Ability to type 25 WPM

Must have excellent hearing, clear speech and effective verbal skills

KNOWLEDGE, SKILLS AND ABILITIES

Must be able to provide your own transportation to meetings, trainings, appointments and able to access those locations with reasonable accommodations.

Participates in continuing educational activities and meetings outside of normal business hours, as required.

Exhibit strong teamwork skills and must process co workers input, both positive and negative, in a professional manner.

Employee must be able to adapt to an ever changing, fast paced, multi-task work environment, and must be able to talk out differences and express opinions with co workers and management staff.

Efficiently utilize reference materials including, but not limited to books, maps, and manuals in a timely manner in a fast-paced multi-task environment.

Maintains regular and predicable attendance in accordance with Fulton County rules and regulations.

Project a positive image when interacting with the general public and municipal, county, state, and federal officials and agencies.

The ability to work calmly and efficiently in a variety of situations.

The ability to maintain effective working relationships with co-workers, general public and emergency service providers.

The ability to grasp instructions.

Act decisively to accurately process requests for service and information in a timely manner in a fast paced multitask environment.

Sound knowledge of emergency service station identifiers and their locations.

Sound knowledge of geographic locations within the county including fringe areas of bordering counties.

REQUIRED LICENSES/CERTIFICATIONS/CLEARANCES

Must successfully obtain the following recertifications; PA CLEAN/JNET, CPR/AED, EMD and APCO Basic Telecommunicator

A person in this position may not have been convicted, plead guilty, or plead no contest to a felony or misdemeanor II or III.

Must consent and pass a drug screening.

Must consent to a criminal background investigation.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

An employee in this class must be able to communicate, sit, stand, walk, reach, and twist frequently. Employee must be able to sit for extended periods of time wearing a telephone headset while using computer equipment.

Employee must be able to pull, push, kneel, and squat occasionally. Lifting to 10 pounds could be performed frequently and lifting to 50 pounds may be required on occasion.

An employee in this class will spend most of their time looking at computer screens and typing with a computer keyboard or using a computer mouse. Repetitive activity with your hands and fingers will occur daily.

ACKNOWLEDGMENT FOR RECEIPT OF JOB DESCRIPTION

I have received a copy of the Job Description and have read and understand its contents.

Employee's Printed Name Employee Signature Date

Supervisor's Printed Name Supervisor's Signature Date