



East Central Emergency Network
invites applications for the position of:

Public Safety Telecommunicator

Department: Department of Public Safety, Columbia County
Reports to: Deputy Director
FLSA Status: Full-Time, Non-Exempt
Pay Rate (2023): \$16.76 Hourly (In Training); \$18.02 Hourly (After Training)
Opening Date: 12/14/22
Closing Date: Until Filled

Job Summary:

Public Safety Telecommunicators (PSTs) serve as the vital communications link between the public and emergency services, by efficiently responding to emergency (9-1-1) and non-emergency calls for service. PSTs receive, triage, prioritize, and document all calls for service for police, fire, and emergency medical services, provide guidance and assistance to the public in life-safety situations, and coordinate appropriate response to high-risk, high-stress operations. PSTs must be able to function independently to maintain control of distressing, traumatic, emotional, and confusing situations, while obtaining and relaying information through telephone, radio, and other computer aided dispatch equipment.

Benefits Include:

Several paid holidays; significant paid leave time; competitive health, dental, and vision insurance plans; pension plan; current work schedule includes 3 regular days off per week.

Essential Duties:

- Answer emergency (9-1-1) and non-emergency telephone lines, obtain information, prioritize and confirm the locations of emergencies, as well as independently determine appropriate action for processing all incoming calls for service, to include relaying pertinent information to the appropriate public safety response unit (police, fire, and/or emergency medical services/EMS) or providing callers with the appropriate information or referral.
- Perform emergency medical dispatch functions and provide pre-arrival instructions to callers.
- Operate and monitor two-way radio channels, telephone systems, computer aided dispatch (CAD) displays and other related sophisticated communications equipment systems, while efficiently gathering, prioritizing, and documenting caller information.
- Process requests and make appropriate referrals on a broad variety of public safety matters, that often require referring to or memorizing detailed reference materials and standard operating procedures, including databases, maps, telephone listings, and other resources.
- Accurately document and summarize critical information for public-safety first-responders in the computer aided dispatch system using correct grammar and spelling, and refer and classify calls for police/fire/EMS assistance according to the level of response required.
- Access and operate multiple computer systems, including local and state database systems to verify information; systems to locate existing or prior warrants, protective or other orders and/or officer safety information and effectively communicate this information to officers; and the PA Commonwealth Law Enforcement Assistance Network (NCIC/CLEAN) system, including, but not limited to, persons, vehicles, drivers, guns, articles and Computerized Criminal Histories files to query, enter, modify, clear, and cancel data.
- Compose and/or send various teletypes or comprehend and process correctly those received.
- Receive requests by radio, phone, electronic format, or fax from law enforcement personnel to access, enter, retrieve, and disseminate motor vehicle records, stolen property records, wanted persons records, and criminal history files utilizing local, state and national database systems; prioritize and effectively relay information in proper format to requesting agency; contact outside public service divisions as requested and relay information as required.

Required Knowledge:

- Prior public safety communications experience and knowledge is preferred, but not required.
- Knowledge of or ability to learn Columbia and Montour County geography, including all boroughs and townships, major roadways, and landmarks. **
- Knowledge of or ability to learn Columbia and Montour County Emergency Service Agencies. **

** Training is provided.

Required Skills:

- Basic computer operation, including Microsoft Windows-based software, and adequate keyboarding/typing.
- Basic math skills.
- Basic English speech, comprehension, and spelling.

Required Abilities:

- Learn, retain, and apply departmental policies and procedures.
- Use logic and reasoning to reach conclusions and solve problems.
- Speak, Listen, comprehend, and communicate clearly, effectively, and precisely, orally over telephone and two-way radio, and in writing.
- Accurately obtain information over telephone and two-way radio.
- Follow directions and instructions.
- Operate a keyboard and perform full data entry functions at a minimum rate of 45 words per minute.
- Switch focus between and execute multiple tasks simultaneously.
- Analyze and understand maps and provide basic routing directions.
- Identify and distinguish between various colors on computer monitors and other equipment.
- Read and comprehend words, letters, numbers, and images displayed through computer monitors and in print.
- Understand and establish priorities.
- Maintain security and confidentiality, and handle data discreetly; disclosure of which is protected by law.
- Maintain emotional stability in stressful situations.
- Establish and maintain effective working relationships with staff, agency partners, and the public.
- Work varying shifts, including nights, weekends, and holidays.
- Work long hours without scheduled or structured break periods.
- Work overtime as needed.
- Receive and accept regular feedback and review of job performance.
- Obtain and maintain certifications as required for employment.
- Perform other duties as assigned.

Work Environment/Physical Demands:

- Fast-paced, often stressful environment.
- Sitting is required for extended periods at a workstation, while wearing a communications headset.
- Work is performed in a secured, climate-controlled emergency call center in a structured work environment.
- Work requires visual and muscular dexterity to operate computerized communications equipment (computer-aided dispatch, telephone, and radio terminals).

Minimum Qualifications:

- Must be 18 years of age.
- Possess a high school diploma or equivalent.
- Participate in and satisfactorily complete extensive training on policy and procedure and multiple computer systems.
- No criminal convictions or indictments of felony or misdemeanor charges or any computer crimes and be free of a criminal history which would prohibit successfully obtaining PA State Police NCIC/CLEAN operator certification.

Columbia County is an Equal Opportunity Employer. The above statements are intended to describe the general nature and level of work being performed by a person assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required to perform the job.