

**Position Title: Public Safety Telecommunicator I**

**Accountable To: Training Officers, Public Safety Telecommunicators – Shift Leads, and Public Safety Telecommunications Director/911 Coordinator**

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**Position Purpose:**

This critical role serves as the vital communications link between the public needing help and emergency services response. PSTs are typically the first point of contact when a person reaches out for help. This entails a candidate to be able to work independently in a high-stress environment while receiving and evaluating incoming emergency in a high-stress environment while receiving and evaluating incoming emergency and administrative request for emergency services, including but not limited to law enforcement, fire and emergency medical services (EMS); triaging those requests for service, providing guidance and assistance to the public in life-safety situations; and coordinating appropriate responses to high-risk, high-stress operations, with the objective of keeping all participants safe.

This is an entry level position. Individuals at this level will perform duties with supervision and guidance initially, while graduating to working independently.

**Essential Functions and Responsibilities:**

The primary responsibility of the PST is to protect citizens and emergency responders during emergency incidents. The following is a listing of examples of responsibilities of this position and is not intended to be a complete listing.

Receive, screen, and prioritize emergency, non-emergency calls for service requiring law enforcement, emergency medical services, or fire department via 911, telephone, TTY, or text. Obtaining and verifying caller information, location of the incident, determining the nature of the incident, and efficiently gathering all pertinent information needed to determine and appropriate and safe response. Refers non-emergency calls to appropriate personnel.

Possess a thorough understanding of the addressing and local geography to quickly and accurately identify the location of the emergency to improve response time of field responders. Interpret maps of the service area using computerizing mapping software and map books and interpret available data to determine the location of emergency responders.

Maintain communication, maintain control of the conversation, and provide pre-arrival and post-dispatch life-safety instructions to those requiring assistance while waiting for units to respond. These events many include calls with suicidal persons, active assailant event, de-escalating persons in crisis, fire events, providing life-saving instructions during medical emergencies including cardiac arrests (CPR), childbirth, hemorrhaging, choking, overdose, and drowning.

Manage challenging callers including distressed, autistic, intoxicated, hearing-impaired, elderly, angry, foreign-language speaking, and callers experiencing a mental health crisis in appropriate manner.

Demonstrate clear and effective communication using active listening, call control, good judgement, respect, and empathy for callers that range from calm to panicked. Ability to prioritize multiple events

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based on available resources – critical thinking. Maintain a calm demeanor under chaotic and stressful circumstances, multiple conversations, and frequently noisy environments.

Operate a multi-frequency radio system along with a sophisticated workstation comprising of multiple computer screens, programs, and systems to monitor, direct and participate in emergency and non-emergency dispatching. Utilize call prioritization, caller/incident location identification, agency policies and procedures to minimize potential dangers to the community and first responders. Maintain status and location control of all public safety personnel involved in department activities, conducting health and safety status checks of responders to ensure on scene safety. Demonstrate clear and effective communication and active listening with public safety responders using appropriate terminology, codes, and signals.

Create and enter calls for service information into the Computer Aided Dispatch (CAD) system accurately and rapidly. Condense large amounts of information into readable, typed remarks in a timely manner. Document thoroughly and accurately all incident activities while maintaining awareness of scene activities. The ability to recall numerous acronyms and codes is essential to appropriate call processing. Possess the ability to process CAD system queries and identify alert information.

Acquire and maintain certification as a full access terminal/teletype operator for use with National Crime Information Center (NCIC) to query and enter information (i.e. stolen vehicles, warrants, missing persons, state driver's records, vehicle registrations, and criminal history inquiries). Certification must be attained within six months of appointment to the position.

Monitor and activate Barnes County Dispatch's procedures for civil emergencies, disasters (i.e. hazardous material, train derailments, etc.) and inclement weather via sirens, pagers, teletypes, telephone, radio, and mass notification software. Monitor the situation and relay accurate information to the appropriate agencies in a timely manner.

Work rotating shift work including evenings, nights, weekends, and holidays. Must be available to work extended shifts and be subject to emergency callouts.

Maintain familiarity with Barnes County Dispatch policies and procedures in the Call Handling Guide, Standard Operating Procedures, Barnes County Employment Manual and other agency manuals.

Maintain a thorough working knowledge of all other public safety communications systems used at the dispatch console and throughout the Barnes County Dispatch Center (including but not limited to the console call repeaters, video cameras, alarms and warning lights, sirens, paging, and alarm systems).

Handle sensitive information in a discreet and professional manner by maintaining confidentiality.

Trouble shoot and resolve minor computer hardware and/or software malfunctions.

Maintain understanding of the backup dispatch location, set-up of equipment, and general operations.

Responsible for the following miscellaneous Duties:

- Monitor courthouse and corrections facility security cameras.
- Answer administration lines for outside departments (BCSO, VCPD, Public Works) after normal business hours

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- Knowledgeable of all other available support agencies, services, and all other miscellaneous information as a contact resource to the public.
- Knowledgeable of all other records search databases available in Barnes County Dispatch Center (including but not limited to public utilities database, law enforcement records, google, etc.)
- Attends special and periodic training programs and meetings on a continuing basis as required by Barnes County Dispatch Management

### **Other Responsibilities**

Performs other duties and assumes additional responsibilities as assigned by the Director or Shift Lead. Barnes County Dispatch reserves the right to update or change the job duties and responsibilities as needed.

### **Qualification Requirements:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Minimum Qualifications:**

A high school diploma or its equivalent.

Must have the ability to type 40 corrected words per minute.

Dependable, self-motivated and team-oriented, with a desire to provide a service to the community.

Flexibility to adapt and function, without reservation, in high-stress situations and have great attention to detail and empathy towards the customers needs and concerns.

### **Special Requirements:**

Must successfully complete the Barnes County Dispatch Training Program within 1 year of appointment to the position.

Must pass a pre-employment hearing test conducted by a trained technician and/or licensed or certified audiologist or medical doctor. Audiometric testing shall assess hearing thresholds in each ear at each of the following frequencies: 500Hz, 1000Hz, 2000Hz, 3000Hz, 4000Hz, 6000Hz, with no uncorrected hearing loss, in either ear, greater than 25dB. If hearing thresholds exceed 25dB HL at any evaluated frequents, continued speech discrimination shall be completed per the NENA Hearing Standards for Public Safety Telecommunicators.

Must pass a criminal background investigation and be free of felony conviction.

Must pass pre-employment drug screening.

Must be CPR, EMD, First Aid, and NCIC Certified. Certification must be attained within a reasonable amount of time upon appointment to the position.

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### **Knowledge, Skills, and Abilities:**

Ability to communicate effectively in the English Language both verbally and in written communication

Operate multiple computer systems with specialized software and enter data via keyboard and software with speed and accuracy.

Read and interpret geographical spatial data and maps quickly and accurately.

Ability to read and follow oral and written instructions, spell correctly, and write clearly.

Ability to use logic, critical thinking, and reasoning to reach conclusions and solve problems.

Communicate clearly, concisely, and effectively; relay details accurately; listen actively; think and act quickly under stressful conditions.

Able to handle multiple tasks and conversations simultaneously; to receive and communicate information to and from several sources ensuring calls for service are dispatched and monitored in a timely and accurate manner.

Ability to hear and understand multiple sound sources

Ability and willingness to maintain cooperative and professional working relations with co-workers, supervisors, public safety agencies, and the general public

Must be able to work on a rotating schedule including nights, weeks, and holidays to ensure 24/7 coverage. Subject to callback and holdover to maintain minimum staffing 24/7. Must report to work during times the government/agency is closed.

Maintain regular, reliable, and punctual attendance.

Ability to tolerate stress and maintain adaptability

### **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 position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties of this job require speaking and hearing; frequent sitting; using hands and fingers to touch and feel objects and enter information on a keyboard and into a computer system; and reaching with hands and arms to operate objects, tools, or controls using repetitive motions.

Specific vision ability required by this job includes close vision and the ability to adjust focus.

The employee must occasionally lift and/or move up to 25 pounds.

The employee must be able to think, reason, and analyze multiple issues for extended periods of time. The employee must be able to function in stressful situations which can include exposure to loud noises and extreme emotions.

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The employee must work up to twelve (12) hours or longer at a time continuously wearing a communications headset that will cover one ear and be able to still hear and understand outside sound sources not coming to the earpiece.

The employee must be prepared to stay in the center for the full schedule shift. Employees will be expected to sign a break waiver.

### **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.

Perform duties in a dynamic work environment that operates 24 hours a day, seven days a week; work level can fluctuate from minimal to fast-paced and high volume.

Noise in the work environment is at a moderate to loud level and originates from several sources at once creating constant activity.

Telecommunicators deal with crisis situations that require them to quickly make major decisions involving people, resources, and property with frequently limited direction. The PST must be able to cope in a safe manner with stressful situations, emotional callers, and unprofessional contacts.

### **Employment Agreements:**

This job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.