

**Northumberland County Department of Public Safety**  
**9-1-1 Communications Center**  
**9-1-1 Telecommunicator**

**Job Title:** 9-1-1 Telecommunicator  
**Department:** 9-1-1 Communications Center  
**Reports To:** Shift Supervisor  
**FLSA Status:** Not Applicable  
**Prepared By:** Essential Management Solutions, LLC  
**Prepared Date:** 2 July 2007  
**Approved By:**  
**Approved Date:**

**Summary:** Under general supervision, responds to emergency and non-emergency calls; updates emergency response information to improve response services, dispatches Police, Fire, Ambulance, EMA and other agencies located in Northumberland County.

**Essential Duties and Responsibilities:** include the following:

Responds to emergency and non-emergency 9-1-1 calls; evaluate and determine emergency response; obtains information from caller and inputs information into computer aided dispatch (CAD) to assist emergency personnel; access Help maps, run cards, box alarms and other resources to determine locations of the nearest help.

Enters updates and retrieves information from a wide variety of computer systems in a timely manner.

Provides EMD (Emergency Medical Dispatch) as required per APCO Meds.

Coordinates police, fire, ambulance, and other emergency requests and provide all information received from the caller as quickly as possible to all emergency responders.

Transmits and receives messages between police, fire, ambulance, EMA and other county agencies; Monitors dispatched units and, when necessary, serves as liaison with the caller and records results into computer aided dispatch (CAD) system.

Access CLEAN/NCIC systems to obtain and verify information from government databases thru the CAD system and/or SCOPE.

Attend continuing in-service training and education.

Confers with management to gain knowledge of specific work situations requiring employees to better understand changes in policies, procedures, regulations, and technologies.

Other duties as deemed necessary by the shift supervisor.

**Supervisory Responsibilities**

This job has no supervisory responsibilities.

**Competencies**

To perform the job successfully, an individual should demonstrate the following:

Demonstrate attention to detail.

Identify and resolve problems in a timely manner; Gather and analyze information skillfully.

Manage difficult or emotional caller situations; responds promptly to callers needs; responds to requests for service and assistance.

Maintains confidentiality; Listens to others without interrupting; Keep emotions under control.

Speak clearly and persuasively in positive or negative situations; respond well to questions;

Write clearly and informatively; be able to read and interpret written information.

Communicate changes effectively.

Accept feedback from others.

Treat people with respect and with integrity and ethically.

Follow policies and procedures and completes administrative tasks correctly and on time.

React well under pressure; Accept responsibility for own actions.

Demonstrate accuracy and thoroughness.

Observe safety and security procedures; Report potentially unsafe conditions; Use equipment and materials properly.

Able to deal with frequent changes, delays, or unexpected events.

Is consistently at work and on time.

Volunteer readily; Seek increased responsibilities.

Generate suggestions for improving work.

**Qualifications:** 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.

### **Education and/or Experience**

Must possess a high school diploma or general education degree (GED) and must be 18 years of age or older.

### **Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

### **Mathematical Skills**

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of weight measurement, volume, and distance.

### **Reasoning Ability**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several variables in standardized situations.

### **Computer Skills**

To perform this job successfully, an individual should have knowledge of Microsoft Office Spreadsheet software and Microsoft Office Word Processing software and the ability to type 25 wpm.

### **Certificates, Licenses, Registrations**

The following certifications are required and must be maintained throughout employment in the 9-1-1 Communications Center:

APCO Basic Telecommunicator certification  
PEMA Calltaker, Police, Fire, EMS and EMA dispatching certifications  
CPR certification  
MPDS (EMD) certification (APCO Meds)  
CLEAN/NCIC Scope certification  
JNET certification  
NIMS certification

**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 regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and color vision.

**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 moderate.