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Job Specification

PUBLIC SAFETY TELECOMMUNICATOR TRAINEE

DEFINITION

Under close supervision as a trainee and productive worker, receives and responds to telephone or other electronic requests for emergency assistance including law enforcement, fire, medical, or other emergency services and/or dispatches appropriate units to response sites; does other related duties as required.

NOTE: The examples of work for this title are for illustrative purposes only. A particular position using this title may not perform all duties listed in this job specification. Conversely, all duties performed on the job may not be listed.

NOTE: Appointments may be made to positions requiring bilingual skills.

07418- Bilingual in Spanish and English.

SPECIAL SKILL

Applicants must be able to read, write, speak, understand, or communicate in Spanish and English sufficiently to perform the duties of this position.

EXAMPLES OF WORK:

As a trainee and productive worker:

Receives telephone or other electronic requests for emergency assistance.

Learns to obtain, verify, and record location of emergency, name of caller, nature, severity, and current status of the emergency, and obtains any other appropriate information needed to secure a full assessment of the circumstances.

Learns to operate automatic number identification (ANI), automatic location information (ALI), telecommunications devices for the deaf (TTY/TDD), or other electronic devices to obtain and verify required data.

May be required to access foreign language interpreter service for non-English speaking callers.

Maintains a reassuring, calming manner with callers to obtain required information.

Persuades emergency callers to stay on the line.

In response to medical emergencies is trained in the provision of first aid or CPR instructions to stabilize the medical condition of persons until arrival of professional medical assistance.

In nonmedical emergencies may provide precautionary instructions and advice to help ensure the personal safety of persons and/or to minimize loss of property pending arrival of fire, police, or other assistance.

Refers nonemergency situations to other appropriate public or private agencies.

May dispatch nonemergency personnel or equipment.

Relays information or instructions to field units via radio or mobile

data terminal.

Learns to utilize video display terminal or computer oriented or radio equipment to receive, monitor, record, summarize, and/or transmit data relating to the emergency.

Determines the appropriate type of agency(ies) to respond to the specific emergency or call for assistance.

Learns to utilize radio, telephone, and computerized or other electronic equipment to dispatch specific law enforcement, fire, or medical assistance units to the scene of an emergency based on preestablished response plans, and seeks guidance from supervisory personnel when circumstances warrant significant deviation from preestablished response plans.

As instructed, coordinates the dispatching of units involving two or more government jurisdictions.

May assist in maintaining and facilitating communication with responding units by receiving and relaying information including confidential information to authorized personnel.

Maintains a constant update on status of emergency units in the field and of on-call personnel.

May make entries, inquiries, cancellations, and modifications of records in various systems and databases such as the National Crime Information Center (NCIC) and State Crime Information Center (SCIC), Stolen Vehicle File, Stolen License Plate File, Stolen-Missing Gun File, Stolen Article File, Wanted Person File, Stolen or Embezzled or Counterfeited or Missing Securities File, Stolen Boat File, hazardous material databases, and hospital status files.

Receives training in the answering of telephone, radio, and video display inquiries of the NCIC and the SCIC for law enforcement agencies of the state.

Maintains and updates NCIC, SCIC, and other records and files.

Learns to maintain the official station record and/or the daily log of all incoming and outgoing communications.

Receives training in the activation of emergency alert systems such as bells, sirens, beepers, and tone-activated devices.

Prepares reports and statistical data.

Will be required to learn to utilize various types of electronic and/or manual recording and information systems used by the agency, office, or related units.

REQUIREMENTS:

NOTE: Appointees to positions at Public Safety Answering Points and at some Public Safety Dispatch Points must successfully complete training and obtain certification by the Office of Emergency Telecommunications Services (OETS) in the Department of Law and Public Safety as required by NJAC 17:24- 2.2, during the trainee period.

LICENSE:

Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform essential duties of the position.

KNOWLEDGE AND ABILITIES:

Knowledge of methods for operating communications systems after a period of training.

Knowledge of procedures used for emergency medical treatment after a period of training.

Knowledge of emergency medical, fire, police, and other emergency

terminology after a period of training.

Knowledge of procedures for dispatching emergency and nonemergency equipment and personnel after a period of training.

Ability to utilize information required for documenting emergency situations and calls.

Ability to utilize information concerning functions of operating units or departments within the agency or jurisdiction.

Ability to utilize security procedures involved in dissemination of information.

Ability to utilize established safety procedures and guidelines.

Ability to utilize procedures for investigating and resolving complaints.

Ability to operate automatic location identification (ALI), automatic number identification (ANI), and other communications equipment in a complex communications program after a period of training.

Ability to learn the purpose and operation of various law enforcement and other information systems and the Statewide 9-1-1 Enhanced Emergency Telephone System.

Ability to answer voice and TTY/TTD (telecommunications devices for the deaf) telephone calls received from the public after a period of training.

Ability to operate a Computer Aided Dispatch (CAD) system after a period of training.

Ability to provide clear instructions and guidance to callers in emergency situations.

Ability to establish goals and set priorities.

Ability to relay instructions or questions accurately and clearly.

Ability to comprehend, interpret, and evaluate relevant information from various types of source materials.

Ability to obtain and analyze facts to reach logical conclusions.

Ability to read and discern visual images on a variety of media.

Ability to apply existing call codes to emergency situations.

Ability to organize assigned communications work and develop appropriate work methods in accord with established procedures.

Ability to obtain information from physically or emotionally distressed individuals.

Ability to interact with people who are in differing situations.

Ability to work both independently and as part of a team.

Ability to take accurate, complete messages.

Ability to understand, remember, and carry out oral and written instructions.

Ability to decode call locations using appropriate equipment after a period of training.

Ability to recognize incorrectly transmitted messages, codes, or error input after a period of training.

Ability to read road maps.

Ability to collect information from both English speaking and non-English speaking individuals after a period of training.

Ability to prepare reports and statistical data and to keep accurate records.

Ability to count and to add and subtract whole numbers.

Ability to speak clearly, concisely, and in a professional manner.

Ability to comprehend and apply basic law and regulations including the laws, rules, regulations, standards, policies, and procedures of the Federal Communications Commission and of the NJ State Office of Emergency Telecommunications Services.

Ability to learn quickly from written and oral explanations and demonstrations.

Ability to ensure that calls are sent accurately and promptly.

Ability to maintain confidentiality of information received.

Ability to utilize various types of electronic and/or manual recording and information systems used by the agency, office, or related units.

Ability to read, write, speak, understand, and communicate in English sufficiently to perform the duties of this position. American Sign Language or Braille may also be considered as acceptable forms of communication.

Persons with mental or physical disabilities are eligible as long as they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.

ADVANCEMENT

Appointees who successfully complete the 12-month training period will be eligible for advancement under Civil Service Commission procedure to the title of Public Safety Telecommunicator.

The inability of an employee in this title to attain a level of performance warranting advancement and where applicable, certification by OETS, will be cause for separation.

This job specification is applicable to the following title code(s) which are different work week or work month and/or variants of the job class title:

| Job Spec Code | Variant | State, Local or Common | Class of Service | Work Week | State Class Code | Local Class Code | Salary Range | Note |
|---------------|----------------------------------|------------------------|------------------|-----------|------------------|------------------|--------------|------|
| 06229 | | C | N | 40 | 99 | 02 | 099 | - |
| 07418 | Bilingual In Spanish And English | L | N | | N/A | 02 | | - |

This job specification is for **state** and **local** government use. Salary range is only applicable to state government. Local salaries are established by individual local jurisdictions.

2/04/2006
