



Job Description

Public Safety Telecommunicator I/II

Job Title: Public Safety Telecommunicator I/II

Exempt: No

Reports To: Dispatch Supervisor / Director

Date Revised: 05/26/2019

Summary:

This position is responsible for connecting people in need with police, fire, and emergency medical services via telephone, radio and computer systems. In addition to accurately assigning resources to calls for service this position also intervenes in crisis situations by providing prompt and professional instructions to callers and delivering precise information to public safety responders.

Public Safety Telecommunicators are also responsible for many confidential clerical tasks including warrants, officer safety documentation / evidence, medical history, registrations etc.

Must have the ability to maintain composure and tact in stressful situations. Possess the ability to communicate effectively in writing, verbally, and through radio and telephone communications. Demonstrate compassion and a sincere dedication to customer needs, concerns and information confidentiality.

Essential Duties and Responsibilities:

- Receive and respond to a variety of emergency and non-emergency services and complaints
- Communicate with the general public via telephone in a professional and courteous manner.
- Ask questions to interpret, analyze and anticipate the caller's situation as to resolve problems, provide information, dispatch emergency services, or refer callers to other agencies
- Dispatch and coordinate the responses of public safety agencies
- Operate a multi-line telephone console system, alerting system, and TDD system for the deaf and hearing-impaired.
- Translate information to the appropriate codes.
- Determine and assign the level of priority of the call and enter the data into a computer-aided dispatch (CAD) system for radio dispatch purposes
- Perform Emergency Medical Dispatch and crisis Intervention.
- Ask vital questions and provide pre-arrival instructions for emergency medical calls
- Monitor and operate a radio console and computer equipment
- Follows professional radio communications techniques.



Moniteau County Emergency Dispatch

- Demonstrate a working knowledge of all communications equipment to ensure intelligent reporting of equipment failures and service requests.
- Enters and modifies information into local, state and national computer database.
- Create, copy and file a variety of records and process legal violations, as well as records of stolen, lost or recovered property.
- Demonstrates a willingness and ability to follow directions.
- Demonstrate the ability to maintain Quality Assurance Programs.
- Demonstrates the ability to communicate effectively with citizens, public officials, government entities and political leaders when necessary.
- Ability to direct resources during major/mass casualty incidents.
- Complies with agency policies, procedures, practices and guidelines.
- Performs related administrative tasks, completes necessary “paperwork” and documents.
- Perform other duties as required

Minimum Qualifications Public Safety Telecommunicator I:

- Eighteen (18) years of age
- Missouri Driver’s License
- High school diploma or equivalent
- Must acquire and maintain:
 - Emergency Medical Dispatch Certification (Priority Dispatch)
 - CPR
 - Certification of Missouri Uniformed Law Enforcement System (MULES)
 - Basic Public Safety Telecommunicator or equivalent

Minimum Qualifications Public Safety Telecommunicator II:

- In addition to above qualifications:
- Minimum of 2 years Telecommunicator Experience
- Currently certified in:
 - Emergency Medical Dispatch Certification (Priority Dispatch)
 - CPR
 - Certification of Missouri Uniformed Law Enforcement System (MULES)
 - Basic Public Safety Telecommunicator or equivalent

Preferred Qualifications:

- Experience as a telecommunicator / dispatcher for fire, law enforcement or other EMS services.
- Current Emergency Medical Dispatch Certification
- Microsoft Office experience and computer skills



Skills:

- Type 30 words per minute with 90% accuracy.
- The ability to develop and maintain cooperative and professional relationships with fellow employees, representatives from other departments, and supervisors
- The ability to use logic and reasoning to reach conclusions and approaches to problems
- The ability to use judgment and decision-making skills to evaluate situations, establish priorities, and resolve matters
- The ability to think quickly
- The ability to work under stressful situations
- The ability to actively listen and communicate effectively through clear speech and hearing
- The ability to follow instructions
- The ability to write clearly and spell correctly
- The ability to establish priorities and convey information as needed

Language skills:

- The ability to read and interpret documents such as safety rules, operating and maintenance instructions, protocol and procedure manuals. The ability to write routine reports and correspondence. The ability to speak effectively on the phone/ radio and to employees of the organization.
- Ability to communicate with employees, as well as city and county officials, on a daily basis.

Speech:

- Must be able to speak and enunciate clearly and at a level audible to others communicating via telephone or radio and in loud conditions.
- Must be able to speak clearly in stressful situations
- Must be able to verbally communicate with responders, other agencies and emergency personnel.

Reasoning Ability:

- The ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- The ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Physical Requirements:**

Must be able to withstand considerable sitting and work a variety of shift hours while performing the duties of this job. The employee is regularly required to talk, hear and frequently use hands/fingers, to handle or feel objects, tools, or controls.

Specific vision abilities required include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

Hearing: Must be able to hear and understand information provided by those communicating via telephone, in person and radio and must be able to differentiate separate conversations in active, distracting environments.

Working Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Frequently works with others, face-to-face contact, exposure to noise, mechanical equipment and electrical equipment. While performing the duties of this job, the employee works inside the communications center, the noise level in the work environment is usually mild/ moderate.