

911 Telecommunicator

GENERAL SUMMARY

The Lackawanna County Department of Emergency Services will begin a training class for 911 telecommunicators in the near future. This is administrative work that involves the receipt and processing of calls for assistance through the County 911 emergency telephone system. Duties include the dispatch and monitoring of appropriate emergency response providers such as police, fire and emergency medical services.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Answer telephone calls requesting emergency services
- Interrogate callers for necessary information to properly handle the call
- Evaluate the situation as related by the caller, or make judgment of the possible situation in the absence of clear communication with the caller
- Validate/verify information concerning the source of the call, status and availability of emergency service responders and supplementary information in the center database.
- Determine the appropriate public safety units by type and location to be dispatched
- Dispatch emergency service providers and monitor their activities as needed to provide additional support
- Operate terminal of Commonwealth Law Enforcement Assistance Network (CLEAN) to make entries, conduct inquiries, and create reports or radio telecommunications messages concerning inquiries by law enforcement personnel
- Make entries into Center and other data bases as appropriate
- Respond to public inquiries of both emergency and non-emergency nature in accordance with established policy
- Ability to be closely supervised and to comfortably work with and be a part of a team of professionals whose goal is enhancing public safety
- Complete forms/screens required for Center operations
- Other duties as assigned

DESIRABLE EDUCATION AND EXPERIENCE

- A high school diploma or equivalent

SPECIFIC KNOWLEDGE/SKILLS DESIRED

- Ability to Multi-task
- Able to read and comprehend policies, technical manuals, visual displays from the Center data base, training materials and forms/reports
- Able to communicate effectively in writing sufficient to maintain journals, logs, index cards and reports, and to relate events of specific calls and actions
- Verbal expression fluent, clear and distinct
- Speech intelligible at conversational level and during time of excitement or high stress
- Ability to organize material into concise and accurate messages
- Level of manual dexterity sufficient to rapidly and accurately operate multiple computers, switches, toggles, buttons, dials or other telecommunication devices
- Ability to analyze a situation accurately and to take or suggest the appropriate course of action
- Hear and distinguish noises and understand spoken language with high accuracy, even when other noises are present

- Able to distinguish between various colors presented in the Computer Aided Dispatch System
- Able to remain patient and calm when dealing with callers who are highly agitated, angry, panicked, emotionally upset or otherwise not able to effectively communicate their needs due to age, injury, illness, or other debilitating situation
- Able to consistently perform to a high standard without incurring periods of incapability during the conduct of duties
- Able to type 30 words per minute within six months of hire
- Able to successfully complete the APCO Basic Telecommunicator, Emergency Medical Dispatch, Fire and other required training courses
- Ability to learn new procedures and techniques for handling current as well as any additional equipment, radios, telephone, recording equipment, etc.
- Must be able to pass any/all background investigations
- Must be able to score sufficiently high on the Emergency Services Telecommunicator Applicant Test,
- Pass Physical exam, eye (including colorblindness), hearing, drug and psychological testing

Interested candidates MUST complete a Lackawanna County Employment Application, available on-line on the county website (www.lackawannacounty.org), at Lackawanna County Center for Public Safety, Jessup or at County Administration Building, 200 Adams Ave., Scranton (6th floor). Anyone having filed an application over 6 months ago must file a new application.

Trainees who will comprise the training class will be selected from those scoring the highest on the applicant testing, after successfully completing all other requirements. *Acceptance into this training program is no guarantee of employment.* **Positive identification is required at the time of testing.**

DEADLINE FOR return of Application is Wednesday, December 1st, 2010 at 4:00 PM. Applications must be returned electronically, in person or by mail to the Center in Jessup (address listed below). Once an application is on file, candidates will be contacted with an appointment for the computer testing process. Testing will be conducted at:

**Lackawanna County Center for Public Safety
30 Valley View Business Park
Jessup, PA 18434**

Testing dates begin on December 6th, 2010. All applicants will be contacted and appointments scheduled beginning December 2, 2010. The actual testing process takes approximately 2 hours.