

# 911 Telecommunicator Trainees

## 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 the county website [www.lackawannacounty.org](http://www.lackawannacounty.org) , or at the Lackawanna County Government Center, 123 Wyoming Ave., Scranton (5<sup>th</sup> floor). Anyone having filed an application over 6 months ago must file a new application.

**Applications must be received no later than Monday, December 14, 2020**

Human Resources

Lackawanna County Government Center

123 Wyoming Avenue, 5<sup>th</sup> Floor

Scranton, PA 18503

EOE

Applications must be returned in person or by mail to the Human Resources Office. Once an application is on file, candidates will be contacted with an appointment for the computer testing process (approximately 2 hours). Testing will be conducted at:

**Lackawanna County Center for Public Safety**

**30 Valley View Business Park**

**Jessup, PA 18434.**

**Positive identification is required at the time of testing.**

All applicants will be contacted with appointments scheduled.

Applicants scoring the highest on the testing will enter the training program after successfully completing all other requirements.

*Acceptance into this training program is no guarantee of employment.*