



9-1-1 Telecommunicator

Amenities:

The County of Northumberland offers a full benefits package to employees including health insurance, prescription, vision, dental, vacation, holiday, sick, personal time, and retirement.

Position Summary:

Under general supervision, responds to emergency and non-emergency calls; Updates emergency response information to improve response services, dispatch Police, Fire, Ambulance, EMA and other agencies located in Northumberland County.

What You'll Do:

- Responds to emergency and non-emergency 911 calls; evaluate and determine emergency response; obtain information from caller and inputs information into computer aided dispatch (CAD) to assist emergency personnel; access Help maps, run cards, box alerts and other resources to determine location 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 with the current software used.
- Coordinates police, fire, ambulance, and other emergency requests and provides 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 a 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 through the CAD system and/or SCOPE.

- Attending 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.

Job Requirements/Skills & Abilities:

- 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.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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.

- 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 an organization.

- Ability to add and subtract 2 digit numbers and to multiply and divide with 10s and 100s. ability to perform these operations in units of weight, measurement, volume, and distance
- 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
- Knowledge of Microsoft Office spreadsheet software and Microsoft Office word processing software and the ability to type 25 wpm.
- 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.

Minimum Training & Experience:

- Must possess a high school diploma or general education degree (GED)
- Must be 18 years of age or older.
- The following certifications are required and must be maintained throughout employment:
 - APCO basic telecommunicator certification
 - PEMA Call taker, Police, Fire, EMS and EMA dispatching
 - CPR certification
 - MPDS (EMD) certification (APCO Meds)
 - CLEAN/NCIC Scope certification
 - JNET certification
 - NIMS certification

Employment Category:

- Full Time

The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to successfully do the job.

