

Job Description
Public Safety Telecommunicator, State College
Department of Public Safety and Police

Under direction in a 911 Call Center in a State College, receives and responds to telephone or other electronic requests for emergency assistance including law enforcement, fire, medical or other emergency services, provides first aid and CPR medical response information to calls for medical assistance from students, faculty or others using the college facility for programs or a variety of campus events and/or dispatches appropriate units to response sites; does other related duties as required.

Receives telephone or other electronic requests for emergency assistance.

Determines the nature of the call and may transfer caller to appropriate PSDP on determining the nature of the call.

Operates 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, provides first aid or CPR instructions to stabilize the medical condition of persons until arrival of professional medical assistance.

In non-medical emergencies, provides precautionary instructions and advice to help assure the personal safety of persons and/or to minimize loss of property pending arrival of fire, police, or other assistance.

Refers non-emergency situations to other appropriate public or private agencies.

May dispatch non-emergency personnel or equipment.

Relays information or instructions to field units via radio or mobile data terminal.

Utilizes 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.

Utilizes radio, telephone, computerized, or other electronic equipment to dispatch specific law enforcement, fire, or medical assistance units to the scene of an emergency based on pre-established response plans.

Seeks guidance from supervisory personnel when circumstances warrant significant deviation from pre-established response plans.

May assist in locating or contacting individuals needed to staff the response.

Coordinates the dispatching of units involving two or more government jurisdictions.

Maintains and facilitates communication with responding units by receiving and relaying information including confidential information to authorized personnel.

Detects and takes alternative/corrective action when communication system or program errors occur and reports malfunctions according to established procedures.

Maintains a constant update on the status of emergency 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.

Answers questions about application of regulations or policies.

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

Maintains the official station record and/or maintains a daily log of all incoming and outgoing communications.

Activates emergency alert systems such as bells, sirens, beepers, and tone activated devices.

May inspect fire alarm and circuit indicator panels to determine whether they are functioning properly.

Assists in the training of trainees.

Prepares reports and statistical data.

Inspects and makes minor adjustments or very minor repairs to communications and related equipment.

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:

EXPERIENCE:

One (1) year of experience in work involving the receiving, transmitting, and relaying of video display and/or radio messages, and in the receiving, relaying, and recording of complaints and requests for emergency assistance which shall have included the use of video display, data processing, automatic number identification, automatic location identification, switching equipment, or other computer oriented equipment.

NOTE: Appointees to positions at Public Safety Answering Points and at some Public Safety Dispatch Points must have achieved training and certification by the Office of Emergency Telecommunications Services (OETS) in the Department of Law and Public Safety as required by NJAC 17:24-2 and NJAC 17:24-3.