

**EMPLOYEE NOTICE
JOB POSTING & JOB DESCRIPTION**

JOB TITLE: Public Safety Telecommunicator (FT Position)
SALARY: \$59,584 - \$108,077(Senior)
DEPARTMENT: Police

DEFINITION: Under direction, receives and responds to telephone or other electronic requests for emergency assistance, including law enforcement, fire, medical, or other emergency services and/or dispatches appropriate units to response sites; does related work as required.

EXAMPLES OF WORK:

- Receives telephone or other electronic requests for emergency assistance.
- Determines the nature of the call and may transfer caller to appropriate PSDP (Public Safety Dispatching Point) upon determining the nature of the call.
- Obtains, verifies, and records the location of the emergency, the name of the caller, the nature, severity, and current status of the emergency, and obtains any other appropriate information needed to secure a full assessment of the circumstances.
- 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 and calming manner with callers in order 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 the 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 the loss of property, pending the arrival of fire, police, or other assistance.
- Refers non-emergency situations to other appropriate public or private agencies, and may dispatch non-emergency personnel or equipment.
- Relays information or instructions to field units via radio or mobile data terminal.
- Utilizes 800 MHz 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, and 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.
- As instructed, 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 in accord with established procedures.
- Maintains a constant update on the status of emergency units in the field and of on-call personnel.
- May make entries, inquiries, cancellations, and modifications 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 and updates NCIC, SCIC, and other records and files.
- 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 ascertain whether they are functioning properly.
- Assists in the training of trainees (FTT Program).
- 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 computerized information systems used by the South Brunswick Police Department.

KNOWLEDGE AND ABILITIES:

Knowledge of the:

- methods for operating communications systems;
- procedures used for emergency medical treatment;
- information required for documenting emergency situation's and calls;
- emergency medical, fire, police and other emergency terminology;
- functions of the operating units or departments within the South Brunswick Township;
- procedures for dispatching emergency and non-emergency equipment and personnel;
- organizational lines of communication;
- types, disadvantages and advantages of available communication systems;
- security procedures involved in the dissemination of information;
- emergency management procedures;
- established safety procedures and guidelines;
- geography and street locations of the South Brunswick Township; and
- procedures for investigating and resolving complaints.

Ability to:

- operate automatic location identification (ALI), automatic number identification (ANI) and other communications equipment in a complex communications program;
- learn the purpose and operation of various law enforcement and other information systems and the Statewide 9-1-1 Enhanced Emergency Telephone System;
- answer voice and TTY/TTD (telecommunications devices for the deaf) telephone calls received from the public;
- operate a Computer Aided Dispatch (CAD) system;
- provide clear instructions and guidance to callers in emergency situations;
- establish goals and set priorities;
- relay instructions or questions accurately and clearly;
- comprehend, interpret and evaluate relevant information from various types of source materials;
- obtain and analyze facts to reach logical conclusions;
- read and discern visual images on a variety of media;
- apply existing call codes to emergency situations;
- organize assigned communications work and develop appropriate work methods in accordance with established procedures;
- obtain information from physically or emotionally distressed individuals;
- interact with people who are in differing situations;

- work both independently and as part of a team;
- take accurate and complete messages;
- understand, remember and carry out oral and written instructions;
- decode call locations using appropriate equipment;
- recognize incorrectly transmitted messages, codes, or error input;
- read road maps;
- collect information from both English speaking and non-English speaking individuals;
- prepare reports and statistical data and to keep accurate records;
- count, add and subtract whole numbers;
- speak clearly, concisely and in a professional manner;
- comprehend and apply basic law and regulations, including the laws, rules, regulations, standards, policies and procedures of the Federal Communications Commission and of the New Jersey State Office of Emergency Telecommunications Services;
- ensure that calls are sent accurately and promptly;
- maintain the confidentiality of information received;
- make entries to the NCIC and SCIC and maintain those records in current condition;
- learn to utilize various types of electronic and/or manual recording and information systems used by the agency, office, or related units;
- read, write, speak, understand or communicate in English sufficiently to perform the duties of this position - American Sign Language or Braille may also be considered as acceptable forms of communication;
- work under stress; and
- monitor various communications equipment simultaneously.

Persons with mental or physical disabilities are eligible as long as they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.

REQUIREMENTS/CERTIFICATION:

- High School graduate or GED equivalent.
- Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position.
- **Prior to the interview process, appointees must complete a computerized skills assessment. The testing fee is \$46 and can be scheduled using the following link:**
<https://nationaltestingnetwork.com/publicsafetyjobs/search.cfm?position=1#viewresults>
- NOTE: Appointees to positions at South Brunswick Police Department must be willing to obtain or 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 13:81-2.
- If not fully qualified at the time of hiring, must attain certification within six months of hire date.
Basic 9-1-1 Telecommunicator Course (40 Hours)
Emergency Medical Dispatch Course (32 Hours)
Cardio-Pulmonary Resuscitation (CPR) (8 Hours)
- **Must successfully pass a thorough criminal history and background check.**
- **Must successfully pass a six-month probation period.**

Additional Requirements:

- Effective 9/1/11, all employees of State and local government must reside in the State of NJ, unless exempted.
- Must possess a valid NJ Driver's License.
- NJ residency required by N.J.S.A. 52:14-7 (L. 2011, Chapter 70)
- Pursuant to Federal Law, proof of US Citizenship or immigration status will be required upon hire.

Candidates interested in applying for this position should apply on-line through the Township website.

South Brunswick is an Equal Opportunity Employer.