



Telecommunicator

Department: Public Safety / 911 Emergency Communication Center

DESCRIPTION

Receiving and dispatching calls for service for fire, police, and emergency medical services. Responsible for evaluating information received from the general public and public safety agencies, and initiating the appropriate action, as well as any follow-up action as required, per standard operating procedure. This position requires a high degree of initiative, confidence, and decision-making skills. Works under the supervision of Telecommunicator III.

HOURS: 80 hours bi-weekly with overtime – SHIFT WORK

Must be available for all shifts, which will include days, evenings, and nights, weekends, holidays, and overtime. Required to be on call on a three (3) to four (4) week rotating basis. Required to work overtime during times of short staffing in order to maintain mandatory staffing levels.

The Telecommunicator Trainee is hired with the expectation that they will become a Telecommunicator I and then a Telecommunicator II. Upon being proficient as a Telecommunicator I a pay increase is received and training is continued to accomplish Telecommunicator II requirements.

Upon completion of the in-house training program the Telecommunicator must be capable of performing the specific duties listed below.

SPECIFIC DUTIES

TRAINEE TO TELECOMMUNICATOR I

- Learn/utilize Standard Operating Procedures for police, fire, emergency services, and other related guidelines.
- Learn/utilize proper telephone techniques to acquire information from callers with emergency incidents.
- Maintain the status of public safety agencies, that call in via telephone, to indicate units as responding, on the scene, available for service, etc.
- Sustain call-taking discipline during peak activity.
- Utilize a professional attitude in all areas of work.
- Maintain accurate records of all call-taking actions in the Computer Aided Dispatch System. Information recorded is utilized by the Telecommunicator II/III to dispatch appropriate responses. Documentation is also used by police and fire investigators and could be introduced as evidence for both criminal and civil proceedings.
- Operate various equipment in the Communications Center, to include complex 9-1-1 telephone system integrated with the CAD (Computer Aided Dispatch system), other in-house computer systems, and multiple software.
- Perform paging service for various Public Safety and County agencies.
- Participate in emergency exercises involving hazardous materials, mass casualty incidents, flooding, etc.
- React to major emergency situations, especially those out of the ordinary, and take appropriate actions as needed until additional staff and administrative personnel respond to the Center.

- Perform special projects as required. Some are on-going, others are short-term.
- Work 12-hour shifts for the duration of any emergency and be available for emergency situations by pager.
- Complete in-house Telecommunicator training program successfully which includes:
 - Becoming certified by the Pennsylvania State Police as an operator on the Commonwealth Law Enforcement Assistance Network (CLEAN).
 - Successfully completing Emergency Medical Dispatch (EMD), Emergency Police Dispatch (EPD), and Emergency Fire Dispatch (EFD) courses. These courses train the employee to obtain critical information and give prearrival, safety and medical instructions to callers until emergency personnel arrive.
 - Successfully completing hazardous materials education course successfully, as well as multiple NIMS, PEMA, and FEMA courses.
 - Passing CPR course and remaining continuously CPR certified.
- Complete monthly Continuing Education sessions and keep up with all required Telecommunicator certifications.
- Attend job-related seminars and conferences as deemed necessary.

SPECIFIC DUTIES

TELECOMMUNICATOR I TO TELECOMMUNICATOR II

All Telecommunicator I duties listed above including:

- Skillfully operate multi-channel radio communications console in order to dispatch appropriate fire, police, and emergency medical services as well as understand and complete requests made by same units in both Lycoming and Sullivan Counties.
- Evaluate the contents of all calls for service and determine appropriate public safety agency to dispatch according to standard operating procedures.
- Maintain accurate records of all dispatch actions in the Computer Aided Dispatch System. Information recorded is used by police and fire investigators and could be introduced as evidence for both criminal and civil proceedings.
- Maintain radio discipline at all times, especially during peak activity, as well as the status of public safety agencies to indicate units as responding, on the scene, available for service, etc.
- Perform periodic test transmissions and station identifications as required by the Federal Communications Commission.

DESIRED SKILLS

- Possession of excellent customer service skills.
- Ability to use computer programs, such as Microsoft Word, Excel, PowerPoint, and Outlook with proficiency and ability to learn new software.
- Capability to communicate clearly and concisely, verbally and in writing.
- Ability to exercise good judgment and maintain tact, composure, and confidentiality.
- Capacity to handle confidential information with discretion.
- Possession of strong organizational skills and attention to detail.
- Ability to multitask, maintain records, assemble data, compile reports, and work independently with minimal supervision.

- Ability to establish and maintain effective working relationships with Police, Fire, EMS, County personnel, other government agencies, and the public.
- Commitment to demonstrating conduct that inspires public confidence and trust in DPS, preserves the integrity of the Emergency Management system, and reflects a commitment to serving the public.

APPLICANT QUALIFICATIONS

- High School graduate or equivalent.
- Knowledge of related rules, procedures, and terminology, as well as field experience preferred.
- Due to access to sensitive law enforcement information, all applicants must submit to background and criminal history checks as well as take a 45min online exam before interviewed.
- Once an offer has been made, applicant must submit to and pass a hearing, drug, and alcohol screening per County policy and as a condition of employment.
- Upon hire, must submit to fingerprinting.

PAY STRUCTURE & RECRUITMENT BONUS

County of Lycoming 911 Center Wage Scale

Position	Grade	Wages
Telecommunicator III	10	\$ 25.00
Telecommunicator II	9	\$ 23.00
Telecommunicator I	8	\$ 21.50
Telecommunicator Trainee	7	\$ 20.00

A \$1,000 recruiting bonus applies to this position, payable in installments according to training progression.

A breakdown of the bonus is as follows:

- \$500 at the completion of call taker training and promotion to Telecommunicator I.
- \$250 at the completion of all police radio training.
- \$250 at the completion of Fire/EMS radio training, promotion to Telecommunicator II.

Application Instructions:

To apply, visit [Lycoming County Careers](https://www.lycomingcountypa.gov/careers) or scan the QR code below:



Please follow the website instructions and submit your resume and cover letter as requested.

For further assistance, please contact County of Lycoming Recruiting at: 570-320-2100

FOLLOW US!



Company Description

County of Lycoming is a county in the U.S. Commonwealth of Pennsylvania and comprises the Williamsport Metropolitan Area. Lycoming is Pennsylvania's largest county by area and is a great place to live and work, offering outdoor adventures, history and culture, and sporting events.

Providing quality customer service to our citizens, business owners and visitors is County of Lycoming's top priority and that starts with our employees.

We offer an award-winning comprehensive benefits package, including generous paid holidays and vacation, a deferred benefit retirement plan, deferred compensation retirement plan availability, affordable medical and dental coverage, innovative wellness programs, extensive professional development opportunities, and more.

County of Lycoming is an Equal Opportunity Employer