

JOB POSTING

JOB TITLE: 911 Telecommunicator
STATUS: Non-Exempt

DEPARTMENT: 911
DEPARTMENT #.: 600

COMPENSATION: 2026

Training - \$16.75 Hr.
Part-Time - \$18.78 Hr.
Full-Time – \$20.81 Hr.

Paid:
Vacation, Personal, & Sick Time
Insurance Benefit Package:
Medical, Dental, & Vision
County Retirement Package

GENERAL SUMMARY: The incumbent of this classification works as a telecommunicator at a Countywide E9-1-1 Center (Public Safety Answering Point). This position provides efficient and professional public safety communications to the general public and emergency responders (fire department, law enforcement, emergency medical services and emergency management) through radio, telephone and interpersonal actions.

SUPERVISION RECEIVED AND EXERCISED: Position answers to the Director of Public Safety or Deputy Director in his or her absence. Supervision is available at all times through veteran personnel and through standard operating procedures. Direction is provided through the Director of Communications and experienced personnel using verbal and written directions.

ESSENTIAL JOB FUNCTIONS:

- Seeks and relays information to emergency response units to ensure a safe, adequate and efficient response.
- Provides callers (both public and professional) adequate pre-arrival instructions as per standard operating procedures outlined to the telecommunicator upon employment and as subscribed by the Medical Priority Emergency Medical Dispatch program.
- Dispatches emergency response units via telephone and radio.
- Projects a professional demeanor of courtesy, concern and confidence.
- Work is assigned through the general necessity for adequate communications between the public and emergency responders and administrators.
- Contributes input as to operational practices, changes in procedure and formulation of new procedures.

KNOWLEDGE, SKILLS AND ABILITIES:

- Professional knowledge regarding the operations and techniques of the various areas of public safety/emergency responders and a capability of learning others.
- Ability to complete various training programs required by company policy or government regulations.
- Ability to complete Advanced Medical Priority Emergency Medical Telecommunicator training program.

- Certification as a Public Safety Telecommunicator with the Pennsylvania Emergency Management Agency, which follows a locally developed curriculum approved by the Director of Public Safety and the Commonwealth.
- Certification by the Pennsylvania State Police CLEAN section.
- Ability to maintain confidentiality concerning matters of public safety when dealing with the general public and other emergency service providers.
- Ability to project a professional demeanor, both on the job and off.
- Ability to read, hear, speak, and type at acceptable levels.

MINIMUM JOB REQUIREMENTS:

- Graduation from high school or possession of a GED certificate.
- General knowledge of various electrical, electronic, computerized and telecommunications equipment.

WORKING CONDITIONS:

- Work is generally sedentary, requiring the Public Safety Telecommunicator to remain seated for long periods of time.
- Under unusual circumstances, the Public Safety Telecommunicator may be required to perform duties at or near the scene of any emergency.
- The Public Safety Telecommunicator may be asked to work scheduled shifts at any time of the day, and on holidays.
- Must be able to cope in a safe manner with stressful situations, emotional callers, irate responders and unprofessional contacts.

OTHER REQUIREMENTS:

- Possession of a valid driver's license is required.

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The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills of personnel so classified.

EOE