



Englewood

Human
Resources

P.O. Box 228 • Englewood, N.J. 07631 • (201) 871-6660 • Fax (201) 541-5424

PUBLIC SAFETY TELECOMMUNICATOR

DEFINITION-

Under the immediate supervision of the Officer-in-Charge is responsible for operating telephonic, radio, and computer equipment in the receipt and transmission of a variety of calls requiring independent judgment and frequent decisions in accordance with departmental policies and procedures.

EXAMPLES OF WORK-

- Receives requests for public safety assistance which may require police, fire or medical assistance; provides dispatching and related services for all field units.
- Operates the base station radio and dispatches emergency personnel to assignments; relays messages by radio or telephone to and from emergency personnel, other service units of the City of Englewood and agencies outside of the City of Englewood
- Enters information and maintains the Computer Aided Dispatch (CAD) which includes telephone service requests and other notifications for services; processes confidential materials/crime reports.
- Monitors alarm systems and closed circuit TV screens, maintains the record systems of the department
- Types, files input and retrieves data on computers; aides and directs visitors to appropriate locations;
- Answers incoming lines from citizens on emergency 911, or administrative telephone lines.
- Dispatches available units to handle requests for service. Operates radio and CAD terminals to interact with and direct operation of field personnel. Monitors and maintains up to the moment computerized status screen of all police field personnel.
- Takes complete and accurate information and quickly disseminates information, both in typewritten and verbal form;
- Makes inquiries into computerized driver's license and motor vehicle information files as requested, following prescribed procedures and policies.
- Inputs personal, vehicular, and other data into NCIC, NLETS, and NJLETS; queries NCIC, NLETS, and NJLETS for wanted persons, vehicles and property.

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- Assists with training of new dispatchers. Reviews and checks the trainee's work to ensure conformance to established standards. Keeps detailed daily records of trainee's progress.
- Performs other duties as assigned.

QUALIFICATIONS-

Education

- Must have a High School Diploma or G.E.D. Equivalent.
- A background in the Police or Fire Service Operations, Procedures Rules and Regulations, radio/dispatch operations is preferred.

Experience

Knowledge and experience in radio operating requirements and techniques and/or experience in the operation of pagers, paging system and fire alarm systems is preferred.

Knowledge, Skills and Abilities

- Satisfactorily completion of an in-service training program
- Ability to work overtime as required
- Shift work including evenings, nights, weekends, and holidays to maintain 24-hour coverage of the emergency dispatch system.
- Ability to speak clearly and distinctly
- Ability to react calmly during emergency situations in order to relay information to appropriate personnel
- Ability to extract data from conversation and documents
- Verbal and written communication skills
- Interpersonal/human relations skills
- Work is performed in a Police Communications Center environment.
- Sit for extended periods of time.
- Visual and muscular dexterity to operate communications equipment (computer-aided dispatch equipment, telephones and radios).
- Operate a variety of standard office equipment including a computer, telephone, calculator, copy and fax machine requiring continuous and repetitive arm, hand, and eye movement.
- The street system and geographical layout of the City of Englewood and surrounding service areas.

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- Basic medical terminology.
- Microsoft Office products and other relevant technologies.
- Listen and communicate clearly in English.
- Work cooperatively with citizens, co-workers, and other City and agency employees.
- Comprehend, make inferences and analyze verbal information or instructions over the phone; determine the right course of action under crisis or emergency situations.
- Exercise good judgment.
- Prioritize multiple emergencies.
- Obtain and act on information quickly and accurately in all situations.
- Understand and follow verbal and written instructions.
- Learn job-related material through oral instruction and observation and through structured lecture and reading to effectively perform job duties.
- Understanding staffing deployment needs for various Police, Fire, and Medical personnel and dispatch accordingly.
- Learn Police and Fire Department organization, dispatching policies, operating procedures and policies.