

**JEFFERSON COUNTY 9-1-1 ECD  
PUBLIC SAFETY TELECOMMUNICATOR  
JOB DESCRIPTION**

**PUBLIC SAFETY TELECOMMUNICATOR (PST) (NON-EXEMPT STATUS)**

**1. JOB SUMMARY**

1. The PST functions as a Call Processor, Fire and Law Enforcement Dispatcher and NCIC Operator.
2. The PST is responsible for receiving, recording and effectively managing requests for law enforcement, fire protection and medical assistance in a 9-1-1 emergency situation.
3. The PST will provide pre-arrival instructions, as necessary and will coordinate dispatch and communications activities to ensure the most appropriate Law Enforcement/Fire/EMS response.
4. Must be able to communicate clearly and write in the English language.

**2. ESSENTIAL DUTIES AND RESPONSIBILITIES**

**1. PUBLIC SAFETY TELECOMMUNICATORS (PST) ARE CALL PROCESSORS (CP).**

1. All PST personnel while on duty serve as a Call Processor. This includes the following positions that are designated as Call Processing: 1) Call Processor area, 2) the NCIC Operator and Law Enforcement Channel 4.
2. These positions are the primary Call Processor in-take areas.
3. However, when the 9-1-1 emergency phone line rings and is not answered then ALL remaining positions revert back to their primary duty, Call Processor. This includes ALL Fire and Law Enforcement Dispatchers.
  - a. **This means that all personnel are to answer the 9-1-1 ECW emergency phone calls within the allotted time frame (15 seconds).**
  2. **If you are on a non-emergency phone call then place that call on hold and answer all 9-1-1 ECW emergency calls before returning to the non-emergency phone call.**
  3. **All Call Processors need to gather as much information as possible as well as quickly. If EMD is required then EMD the call as needed. Once the call is complete or has been transferred to another agency then DO NOT linger on the phone. Get off and get ready for the next 9-1-1 emergency.**

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**b. OTHER PST DUTIES AND RESPONSIBILITIES**

- a. Understands and adequately implements the concepts of EMD as a minimum standard of care.
- b. Allocates Fire/EMS/Law Enforcement resources properly as the need arises by application of appropriate decision making rules and approved protocols.
3. Manages radio communications in a prompt, accurate, courteous and professional manner.
4. Selects and dispatches appropriate authorities including Fire-Rescue, First Responder, EMS, Law Enforcement as well as any other ancillary support agencies to emergency and nonemergency requests for assistance.
5. Responsible and accountable for completeness and accuracy of paperwork related to his/her position prior to the completion of their shift.
6. Responsible for accurate and complete data entry for the shift.
7. Responsible for generating applicable reports and checking for accuracy.
8. Assists in locating the scene of incidents and selecting the safest, fastest route to such scene using all available locator aids.
9. Keeps track of locations, status and condition of each unit at all times.
10. Relays instructions from supervisors, messages and emergency information.
11. Maintains a current working knowledge of all Center policies, procedures, rules, regulations, and memorandums.
12. Responsible and accountable for updating management and operations personnel on any changes affecting the company and or extraordinary situations.
13. Follows established parameters and formats in receiving requests for service and dispatching of Fire/EMS/Law Enforcement.
14. Responsible for knowledge and use of equipment, including but not limited to the computer and software, printers, 9-1-1 equipment, recording devices, telephones, and other equipment as assigned by superiors.
15. Provides input in the development of deployment plans.

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- 16. Assists in the development of locator aids.
- 17. Maintains a professional attitude and demeanor at all times.
- 18. Other duties and responsibilities as assigned.

**3. MINIMUM QUALIFICATIONS**

- a. Medical training is an asset but not required for employment.
- b. CPR Certification is required.
- c. Must successfully complete an approved Public Safety Telecommunicator training program within 12 months of assuming the PST position.
- d. Must successfully complete an approved Emergency Medical Dispatch training program within 12 months of assuming the PST position.
- e. Must successfully complete the Center's NCIC training program within one (1) year of assuming the position and maintain NCIC certification.

**4. STRESS FACTORS**

- a. Occasionally: Repetitive tasks, high pressure
- b. Frequently: Intense tasks.

**5. PHYSICAL REQUIREMENTS**

- a. Occasionally: Walking inside, carrying no greater than 25 pounds, kneeling, stooping, bending and leaning. Walking up and down stairs.
- b. Frequently: Hearing and listening, clear speech, touching, repetitive motions and operating assigned equipment.
- c. Maintaining Effective Audio-Visual Discrimination and Perception
  - a. Can have no emotional, mental, nervous, organic, or functional disorder likely to interfere with managing stressful emergency medical calls.
  - b. Has visual acuity of at least 20/40 (Snellen) in each eye, with corrective lenses and a field of vision in the horizontal meridian not less than a total of 140 degrees. Ability to distinguish the colors on the computer screen and maps.
  - c. Hearing must be adequate in the better ear for conversational tones without the use of hearing aids.

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- d. The employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand, walk and reach with hands and arms.
- e. The employee must occasionally lift and or move 10 pounds up to 25 pounds.
- f. Specific vision abilities required by this job include close vision, peripheral vision and the ability to adjust forces.
- g. Making observations.
- h. Communicating with others
- i. Reading and writing.
- j. Due to the unpredictability of the essential job functions, it is not always possible to guarantee break and or meal periods. Therefore, there may be no physical condition that would prohibit the employee from working twelve (12) hours without a meal or break period (except for restroom breaks).

d. Maintaining Mental Capacity

- a. Making sound decisions.
- b. Effective interaction and communication with others.
- c. Demonstrating intellectual capabilities.

6. WORKING ENVIRONMENT

- a. Occasionally: Extended day.
- b. Constantly: Works alone, with and around others, face-to-face and verbal contact, ability to work inside.
- c. Although the noise level in the work area is not at a high level, there are often multiple radio and traffic noises going on at the same time along with regular high-pitched beeping sounds and voices of co-workers handling calls.

7. MENTAL REQUIREMENTS

- a. Frequently: Analyzing and decision making.
- b. Constantly: Simple reading and writing, high math and writing skills, clerical, memorization, perception and computation, problem solving, simple math skills, judgment, reasoning, prioritizing, multi-tasking.

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**8. EQUIPMENT USED**

- a. Occasionally: stapler, sharpener, calculator.
- b. Frequently: Telephone, cell phone, terminal, facsimile, computer, keyboard, radio console and equipment, playback recorder, etc.

**9. UNUSUAL DEMANDS**

- a. Employees are required to handle multiple tasks concerning emergency medical calls that are frequently life threatening or major health threatening to other individuals.
- b. Required tasks arise from spontaneous situations occurring most often without warning.
- c. Employees must interact with hostile and or uncooperative individuals via telephone contact. They must interact with individuals who are confused and unclear.
- d. They must utilize the information they gather to make quick and accurate decisions regarding action needed.
- e. They must be able to take down information correctly under all types of adverse communications situations.
- f. Due to the unpredictability of this type of position, it is not always possible to guarantee meal and/or break periods.
- g. Due to the unpredictability of this type of position, the employee must be available for immediate recall in emergency or unusual situations and must be able to work extraordinary hours during times of disaster or threat of disaster.