

ANTHONY F. KERN, SHRM-SCP, IPMA-SCP
Human Resources Director
akern@schuylkillcountypa.gov
(570) 628-1232



HEATHER R. GARRITY
HR Specialist / Acting Risk Manager
hgarrity@schuylkillcountypa.gov
(570) 628-1214

ELAINE J. FUCCI
Sr. Benefits Administrator
efucci@schuylkillcountypa.gov
(570) 628-1217

R. ANN KRAFT
Administrative Assistant
akraft@schuylkillcountypa.gov
(570) 628-1216

OFFICE OF HUMAN RESOURCES

COUNTY OF SCHUYLKILL
401 N. 2ND STREET
POTTSVILLE, PA 17901-2528
Phone: 570-628-1216 Fax: 570-628-1109

COUNTY OF SCHUYLKILL

JOB POSTING NOTICE

Department: 911 / Communications
Job Title: Telecommunicator Trainee
Location: 435 N. Centre St., Pottsville, PA 17901
Pay Rate: \$20.00 per hour
Work Hours: Shift Work
Type of Employment: Full Time – 40 Hours
Union: AFSCME 1512
Duties: See Attached Job Description

How To Apply:

Interested candidates who possess the necessary qualifications as listed on the job description should send a letter of interest and updated resume to the Human Resources Department. Emails can be directed to akraft@schuylkillcountypa.gov

SCHUYLKILL COUNTY CLASSIFICATION DESCRIPTION

JOB TITLE: Telecommunicator Trainee
(Calltaker, Police, Fire/EMS Telecommunicator)
DEPARTMENT: 9-1-1 Communications

GENERAL SUMMARY:

Under general supervision, respond to emergency and non-emergency calls; update emergency response information to improve response services for *all* divisions of dispatching; dispatch all police departments located in Schuylkill County, Fire and Ambulance.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following:

Dispatch Police, both Pottsville and County units, Fire and Ambulance services.

Responds to emergency and non-emergency calls: evaluates emergency status; obtains information from caller and computer to assist emergency personnel; access Help maps, run cards and other resources to determine locations of the nearest help.

Access CLEAN and NCIC systems to obtain and verify information from government databases thru the CAD system and/or SCOPE.

Updates daily record logs of emergency and non-emergency responses and status of activity.

Attends continuing in-service training and education.

During peak activity periods, operates CAD system to dispatch public safety units, i.e. police, fire and ambulance; monitor radio transmissions between field units; maintain situation to ensure accurate emergency response information; monitor public safety unit call systems to determine status of units.

Provides Emergency Medical Dispatch when required per The National Academy of Emergency Medical Dispatch (NAEMD) program.

Confers with management to gain knowledge of specific work situations requiring employees to better understand changes in policies, procedures, regulations, and technologies.

Other duties as deemed necessary by the Shift Supervisor and/or Management.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

Any combination of education and experience, which indicates possession of the skills, knowledge and abilities, listed below. An example or acceptable qualifications for this position is completion of high school degree or equivalent, willingness to complete intensive in-service training and PEMA 9-1-1 Call taker, Police, Fire, EMS and EMA certification requirements.

Knowledge of Schuylkill County geography.

Knowledge of Schuylkill County departments and services rendered.

Knowledge of Schuylkill County Health and Human services agencies.

KNOWLEDGE:

Knowledge of all radio dispatch principles, practices and procedures used by Schuylkill County 9-1-1.

Thorough knowledge of Schuylkill County 9-1-1 SOP (Standard Operating Procedures).

Thorough knowledge of Schuylkill County CAD procedures.

Thorough knowledge of Schuylkill County field services terminology and procedures.

ABILITIES:

Ability to respond quickly and prioritize multiple calls, and implement various procedures to ensure appropriate follow up.

Ability to recognize and interpret various codes and signals and takes appropriate action.

Ability to demonstrate physical dexterity and repetitive motions to operate foot pedal, computer mouse, keyboard and telephone; sitting and operating a computer keyboard for extended periods of time; and ability to demonstrate hearing acuity to receive caller information and vision acuity to rapidly interpret multiple computer screens, call sheets and other resource materials.

Ability to multi-task between telephone, radio, co-worker conversation(s).

Ability to have good listening skills and good communication skills.

Ability to remain calm when responding to an angry upset or frightened person.

Ability to prepare and maintain accurate records.

Ability to speak plainly and clearly.

Ability to type 20 WPM.

TRAINING PROCESS: (26 WEEKS MINIMUM – 40 WEEKS MAXIMUM)

Observation Period is five (5) weeks; completion after passing Orientation Final Exam (50 Question Exam) and Calltaker Entry-Level Exam (100 Question Exam).

Calltaker Training Period is four (4) weeks with a Communications Training Officer (CTO) and/or a Supervisor; three (3) weeks Training Observation Period (TOP) without a CTO and/or a Supervisor; four (4) additional TOP training; completion after passing the Calltaker Final Exam (50 Question Exam), Practical Exam, and Police Dispatcher Entry-Level Exam (100 Questions Exam).

Police Dispatch Training Period is three (3) weeks with a CTO and/or Supervisor; three (3) weeks TOP; and possibly three (3) additional TOP (OPTIONAL per Training Supervisor, Shift Supervisor, CTO); completion after passing Final Exam (50 Question Exam), Practical Exam, and Fire/EMS Entry-Level Exam (100 Question Exam).

Fire/EMS Training Period is three (3) weeks with a CTO and/or Supervisor; three (3) weeks TOP; and possibly three (3) additional TOP (OPTIONAL per Training Supervisor, Shift Supervisor, CTO); completion after passing Final Exam, Practical Exam (100 Question Exam).

NOTE:

If the Final Exam(s) and/or the Entry-Level Exam(s) are **failed twice** throughout the training process, the 9-1-1 Director, the Human Resources Office and the AFSME Union Representative will be notified for a Larimer Hearing (if applicable) that the training is going to be terminated. Each Entry-Level Exam for Calltaker, Police Dispatch, and Fire/EMS **MUST** be passed prior to moving onto next phase of training. Sign-off sheets must be completed by CTOs and Shift Supervisors stating the trainee is able to move forward to the next phase of training or completion of their training and they are able to be released for their assigned shift rotation.

CERTIFICATES, LICENSES, REGISTRATIONS:

*Denotes the Telecommunicator ***must*** maintain and keep up to date throughout employment

*PEMA Certification as a Calltaker, Police Dispatch, Fire/EMS Telecommunicator

*APCO Certification

*CPR certification

*MPDS Emergency Medical Dispatch (NAEMD) certification (program used by Schuylkill County 9-1-1)

*CLEAN and NCIC Scope certification

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DISCLAIMER:

Classification descriptions are intended to describe the general nature and level of work being performed by a person assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required to perform the job.

REPORTS TO: Shift Supervisor

FLSA STATUS: Non-Exempt

DATE: August 2017