

**MIFFLIN COUNTY
OFFICE OF PUBLIC SAFETY**

COURT HOUSE
20 N. WAYNE ST.
LEWISTOWN, PA 17044
TELEPHONE: (717) 248-9645

JOB OPENING

Department: Mifflin County Office of Public Safety

Position: Public Safety Telecommunicator

Number of Openings: Full-time/Part-time

Duties and Responsibilities: Attached

Pay Grade: 7

Applications will be accepted on a rolling basis. Applications and inquiries should be addressed to Brian Fleegal, 911 Supervisor @ 717.248.9645 or bfleegal@mifflinco.org

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Position Description

Position Title: Public Safety Telecommunicator **Department:** Office of Public Safety

Date: January 2001 **Reports To:** Communications Supervisor

Purpose of Position:

The purpose of this position is to answer and respond to emergency and other calls, dispatching emergency response personnel as appropriate.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Answer 911 calls and dispatch appropriate units; dispatch police units and fire and EMS personnel for emergency and routine calls; monitor and answer radio calls on emergency communications frequencies; answer calls on communications lines for non-emergency calls; performs medical patches between hospitals and medic and ambulance personnel.

Contact surrounding counties to report incidents and obtain information; call telephone companies to trace calls; monitor weather conditions, alerting proper parties of serious weather conditions; contact media representatives, providing information on incidents, etc.; provide information and assistance to the general public by making referrals to the proper agency, etc.

Monitor and test communication equipment.

Monitor building entrance after normal business hours.

Part time Telecommunicators must be able to work a mandatory scheduled sixteen (16) hours per month.

Full time and part time Telecommunicators are required to obtain their state certification as required under Act 9-1-1.

Full time and part time Telecommunicators are required to attend all staff meetings and all training sessions as specified by the County of Mifflin and the Commonwealth of Pennsylvania.

Part time Telecommunicators must be prepared to respond on short notice to fill non-scheduled shifts during weekdays, holidays, and weekends. Available shifts may occur on holidays and weekends. Call up may occur anytime during the twenty four (24) hour day.

Minimum Training and Experience Required to Perform Essential Job Functions

High school graduate with training in telecommunications and emergency medical dispatch, and five to eleven months related experience, or any combination of education and experience that provides equivalent knowledge, skills, and abilities. Must attain Emergency Medical Technician certification, CLEAN certification, APCO Basic Telecommunicator and APCO Emergency Medical Dispatcher certifications, CPR certification, and any additional training and certification as required by the County of Mifflin and the Commonwealth of Pennsylvania.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

Ability to operate a variety of office equipment including dictaphone, fax machine, and computer terminal.

Ability to operate a variety of communications equipment including TTY/TDD machine, telephones, communication terminal, etc.

Mathematical Ability

Ability to add, subtract, multiply, and divide.

Language Ability and Interpersonal Communication

Ability to comprehend and interpret a variety of documents including resource manuals, incident, daily 911, and other logs, etc.

Ability to prepare a variety of documents including incident, non-response, officer's and other logs, etc. by using the prescribed format and conforming to all rules of punctuation, grammar, dictation, and style.

Ability to record and deliver information, explain procedures and follow instructions.

Ability to communicate effectively with police, fire ambulance, and other emergency personnel and the general public verbally and in writing.

Environmental Adaptability

Ability to work effectively in emergency situations.

Ability to work effectively in an office environment.

Given the critical nature of a 911 center, this position falls under the criteria of Essential Employee. As such, should Mifflin County Emergency Services have an emergency where by the E.O.C. is activated to a 24-hour operation, adequate telecommunicator staffing is required to provide for the alert and warning function.

Essential Employees are expected to work while others may not, including work stoppages and other emergency situations, weekends and holidays. Overtime is occasionally available and/or mandatory. Reimbursement for such hours worked would be in accordance with County policy.

This is a union position.

Mifflin County is an Equal Opportunity Employer. In compliance with the American Disabilities Act, the County will provide reasonable accommodations to qualified individuals and disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.