



County of Berks POSITION DESCRIPTION FORM

Position Title:	Telecommunicator (911 Call-Taker)		
Department:	Emergency Services/Communications Division	Reports To: (Title)	Watch Officer
Effective Date:	August 1, 2009	Revision Dates:	November 20, 2019
Wage Category:	<input type="checkbox"/> Exempt	<input checked="" type="checkbox"/> Non-Exempt	
EEO-1 Category:	Administration-Support	Union Classification:	AFSCME

POSITION SUMMARY:

The telecommunicator receives 911 and 10-digit calls from the public and accurately assigns their request(s) for police, fire, emergency medical or other allied public safety resources to the appropriate dispatcher or agency. Additionally, the telecommunicator completes administrative work related to the job functions. This position is defined as an essential position serving mission critical functions of the department.

POSITION RESPONSIBILITIES:

Essential Functions

1. Receives and properly processes 10-digit non-emergency calls within quality assurance guidelines established for time, professionalism, and protocol.
2. Receives and properly processes 911 and 10-digit emergency calls within quality assurance guidelines established for time and professionalism.
3. Utilizes appropriate interview techniques to engage callers and extract necessary information based on call type.
4. Utilizes or language line resources to communicate with callers unable to communicate their needs in the English language.
5. Provides appropriate information to callers as per department policy and management direction.
6. Assists callers by providing basic instructions to safeguard against hazardous situations prior to the arrival of public safety responders.
7. Obtains certification to provide, and subsequently provides, EMD (emergency medical dispatch) assistance to callers as needed.
8. Accurately enters/extracts information in the computer-assisted dispatch (CAD) system for complaint-taking, unit dispatching, coordination of public safety incidents and transmission/retrieval of information.
9. Reviews and interprets mapping application data to assist emergency responders in locating scenes.

10. Retrieves/compiles information from/for appropriate individuals/agencies in a centralized management information system (MIS), other data management systems, and hard copy files and logs in accordance with department procedures and direction from management.
11. Participates in on-going training, including, but not limited to classroom, self-directed continuing education, and on-the-job training as assigned by management.
12. Receives training at additional communications functional positions as required by management.
13. Receives training focused toward career advancement and personal growth as required by management.
14. Masters the operation of additional communications functional positions in as per departmental policy as required by management.
15. Acts in a capacity to train/orient other employees to the work tasks associated with functional positions at which the employee has demonstrated mastery as required by management.
16. Assumes leadership roles as required by management.

Non-Essential Functions

1. Processes weekly mailings to police, fire, and ambulance agencies.
2. Participates in departmental improvement processes as requested by management.
3. Completes other associated duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE:

- High School graduate or equivalent.
- Some exposure to emergency services terminology is highly desired. Participation in the Berks County emergency services is preferred.
- Equivalent combinations of education, and experience that provides the required knowledge, skills and abilities.
- Passing scores on departmental pre-employment testing.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES:

- Basic computer skills in a Windows-based environment.
- Typing proficiency of at least 35 wpm with near 100% accuracy.
- Familiarity with Berks County is preferred including geopolitical boundaries, major highways, intersections and landmarks.
- Ability to maintain confidentiality and demonstrate emotional control under difficult circumstances.
- Ability to multitask, i.e., listen attentively, type, talk, etc. simultaneously.
- Possess sound decision-making skills including understanding when decisions exceed the employee's scope of authority.
- Capable of establishing and maintaining effective working relationships with co-workers, management staff, safety agencies and the public.
- Good written and verbal communication skills.
- Ability to accurately follow detailed written and verbal instructions.
- Ability to speak, understand, read, and write English clearly and understandably.
- Ability to read and discern visual images on a variety of media, including computer video display terminals.
- Ability to successfully achieve satisfactory performance reviews throughout all aspects of an on the job training program in accordance with existing departmental policies including obtaining and maintaining certifications that include, but are not limited to:
 - PEMA Telecommunicator certification

- APCO certification
- EMD certification
- Commonwealth Law Enforcement Assistance Network certification at the level determined to be necessary by management
- American Heart Association CPR
- Complete periodic re-certifications in the areas above.
- Pass and maintain criminal history clearances as defined by departmental policy in accordance with regulating agencies including the PA State Police.
- Ability to handle stress.
- Physical presence in the office is required.

PHYSICAL DEMANDS:

- Sitting daily for long periods of time without relief, bending, reaching, walking.
- Ability to work long shifts (12-16 hours) as necessary in times of emergency.
- Ability to function continuously under extreme stress with regards to workload, content, and reliability.
- Accurate vision (correctable) with normal color vision, and good hearing (correctable) in both ears.
- Continuous use of a computer terminal, video display equipment, and a headset.
- Ability to utilize normal computer/human interface devices (HID) (mouse, keyboard, keypads) with limited accommodations due to the specialized nature of the equipment and requirement for standard HID's.
- Occasional lifting of office-related equipment and/or supplies up to ±30 pounds.

WORKING ENVIRONMENT:

- Generally, indoor electronic office-type environment requiring long shifts seated in front of, and operating, computer equipment while maintaining a high level of alertness and reliability.
- Occasionally relocation to back-up sites/field sites in potentially remote locations with limited services and creature comforts.
- Position may require travel to alternate work locations. Incumbent needs access to reliable transportation.

This position description serves as a guideline for communicating the essential functions and other information about the position to the applicant/employee. It is not intended to create a binding employment contract nor cover every detail of the position and may be changed where appropriate.

ACKNOWLEDGEMENT OF RECEIPT OF POSITION DESCRIPTION

Signature of Employee

Date

Signature of Supervisor

Date
