

# Neshoba County, Mississippi

## Job Description

### Public Safety Telecommunicator

#### ***Nature and Scope of Work***

This is responsible emergency communications work involving the operation of emergency telephone, radio console and computer terminal equipment on a standard shift in the Neshoba County 911 Communications Center, the 9-1-1 Public Safety Answering Point (PSAP) for Neshoba County, Mississippi. A public safety telecommunicator responds to 9-1-1 emergency and non-emergency calls, takes information from emergency and non-emergency calls and dispatches emergency service personnel and provides information to the public on a wide variety of matters. Considerable independence of judgment and action is exercised in screening calls, obtaining all pertinent details on emergencies and complaints, communicating with speed and accuracy those incidents requiring emergency service personnel and advising the public of other actions to be taken. After receiving detailed initial instructions and training, a public safety telecommunicator works with little direct supervision. However, work is monitored to ensure prompt and efficient treatment of calls, accurate, clear and concise communications with emergency service personnel and accurate completion of forms and reports. Work is evaluated by the Communications Supervisor in terms of services rendered, effective and efficient emergency service dispatch and communications and for the exercise of sound judgement.

#### ***Location and Supervision***

The public safety telecommunicator is an employee of the Neshoba County Emergency Management Agency. The work site will be in the Neshoba County 911 Communications Center located in the Neshoba County Emergency Operations Center. The public safety telecommunicator will work a routine rotating 12 hour shift and participate in the normal activities of the Communications Center. The public safety telecommunicator will report directly to the Communications Supervisor who manages the daily operations of the Communications Center. Supervision will be provided by the Communications Supervisor and Emergency Management Director.

***General Duties and Responsibilities***

Responds to emergency calls using enhanced 911 dispatch system for emergency services, such as law enforcement, fire and emergency medical service calls and immediately dispatches emergency service agencies and departments required for the call.

Questions callers who are often agitated or hysterical; determines the nature of the emergency and the nature and urgency of the emergency service response required.

Whenever emergency assistance is required, elicits pertinent information from the caller to facilitate emergency response and provides information to responding emergency service personnel. Also accurately and legibly records information on logs and forms.

Maintains phone contact with the caller, whenever necessary, in order to obtain further critical information and provide reassurance to the caller; updates responding emergency service personnel with additional real-time information.

Dispatches additional support agencies and departments to accomplish incident management and provides appropriate information to responding personnel. Also maintains contact with emergency service personnel.

Receives and processes non-emergency telephone calls for the Neshoba County Sheriff's Department and Detention Center, and provides information about additional County services to callers.

Uses computers and databases to access information; this includes operation of the National Crime Information Center computer system and County Computer systems to provide information to law enforcement personnel, emergency service personnel and the public.

Performs duties in accordance with standard operating procedures, directives, regulations and laws, performs other duties assigned by supervisory personnel.

***Required Knowledge, Skills and Abilities***

Ability to communicate effectively, both orally and in writing.

Ability to learn systems and codes used by the agency.

Ability to listen and discern significant information and to retain facts pertaining to an incident.

Ability to exercise sound judgment in making quick and accurate decisions, then performing actions to accomplish incident management.

Ability to perform effectively under stress and to accomplish several tasks at one time (multitasking).

Ability to act calmly and effectively in emergency situations.

Ability to deal tactfully and effectively with the public and to determine the details of an incident from distraught, excited or intoxicated persons, or people with language barriers.

Ability to operate a computer terminal with speed and accuracy.

Some knowledge of the streets, roads, highways and major commercial, industrial and residential areas of the City and County.

Ability to work nights, overnight and weekends and ensure proper rest is received in order to be able to perform duties.

***Education, Qualifications, Required Licenses and Certificates***

A High School Diploma or GED is required and a copy must be presented to the Communications Supervisor.

As required by Mississippi Code 19-5-353, any person hired to perform the duties of a telecommunicator must complete minimum training standards within twelve (12) months of their employment.

Successful completion of an approved Basic Telecommunicator Training Course within one year of employment.

Successful completion of an approved Emergency Medical Dispatch Training Course with one year of employment.

Successful completion of Mississippi Justice Information Center, National Crime Information Center computer training within six (6) months of employment.

Award of Professional Certificate by the Board of Emergency Telecommunications Standards and Training within one year of employment.

***Pay Scale and Advancement***

The beginning pay for this position is \$14.00 per hour with a thirty-six (36) and forty-eight (48) hour work weeks, and the pay period is bi-weekly.

A pay advancement of \$0.50 per hour is available upon completion of six months continuous employment. This advancement of pay is given for successful completion of required agency training, including completion of the NCIC system training and certification and for growth and development of communications skills and abilities.

A pay advancement of \$0.50 per hour is given upon successful completion of the Basic Telecommunicator Training Course, certification and receipt of State certification.

A pay advancement of \$0.50 per hour is given upon successful completion of the Emergency Medical Dispatch training course, certification and receipt of State certification.