



Public Safety Telecommunicator Specialist

Richland County Communication/911

Salary Grade

Job Summary

A Public Safety Telecommunicator Specialist (PST) for Richland County Communications/911 Center serves as the vital communications link between the public needing help and the emergency service response including law enforcement, fire, emergency medical services (EMS) within all of Richland County. PSTs, as part of the public safety ecosystem, are typically the first point of contact when a person reaches out for help. PSTs need to be able to work independently in a high stress environment while receiving, evaluating, and triaging requests for service. PSTs provide guidance and assistance to the public in life-safety situations and coordinate appropriate responses to high-risk, high-stress situations with the objective of keeping citizens and emergency responders safe during emergency events.

Essential Functions and Responsibilities

- Receive, screen, and prioritize emergency, non-emergency requests for service requiring law enforcement, emergency medical services, or fire department via telephone, TTY, or text. Obtain and verify the location of the incident, and efficiently gather all pertinent information needed to determine an appropriate and safe response. Refer non-emergency calls to appropriate personnel or resources.
- Demonstrate clear and effective communication with active listening, call control, good judgement, respect, and empathy for callers that range from calm to panic.
- Manage challenging callers including distress intoxicated, autistic, hearing impaired, elderly, angry, foreign-language speaking and callers experiencing a mental health crisis in an appropriate manner.
- Provide pre-arrival, life-safety instructions to those requiring assistance while waiting for responding units to arrive. These events may include calls with suicidal persons, active assailant events, de-escalating persons in crisis, fire events and providing lie-saving instructions for medical emergencies including cardiac arrest, childbirth, hemorrhaging, choking, overdoses, and drowning.

- Operates an intelligent workstation consisting of computer aided dispatch, integrated radio and telephony technology, GIS mapping technology and other related communications equipment to ensure the timely and efficient dispatching of emergency and support services.
- Dispatches and manages police, fire, EMS, and other resources.
- Receives and transmits radio and telephone communications to and from units operating in the field.
- Monitors public service radio frequencies; tracks and records the location of field personnel and resources.
- Create calls for service in the Computer Aided Dispatch (CAD) system accurately and rapidly. Condensing large amounts of information into readable, and understandable information in a timely manner. Possess the ability to process CAD system queries and identify alert information.
- Acquire and maintain certification for National Crime Information Center (NCIC). Certification must be obtained within six months of employment.
- Possess a thorough understanding of the addressing and local geography, interpret maps of the service area using computerized mapping software and map boards and books.
- Activate civil defense sirens and pagers for emergency and inclement weather situations. Monitor the situation and relay accurate information to the appropriate agencies in a timely manner.
- Maintain familiarity with Richland County Policies and Procedures, Standard operating procedures, and call handling procedures.
- Handle sensitive information in a discreet and professional manner by maintaining confidentiality.
- Troubleshoot and resolve minor computer hardware and/or software malfunctions.
- Familiar with support agencies and services.
- Completes required training.
- Performs related duties.

Other Responsibilities

Performs other duties and assumes additional responsibilities as assigned by the Director or Assistant Director. Richland County Communications/911 reserves the right to update or change the job duties and responsibilities as needed.

Qualifications

To perform this job successfully, an individual must perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill,

and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Minimum Qualifications

High School Diploma or its equivalent (G.E.D)

Knowledge, Skills, and Abilities

Ability to communicate effectively in the English language both verbally and in written communication.

Ability to read and follow oral and written instructions.

Operate multiple computer systems with specialized software and enter data via keyboard with speed and accuracy.

Use logical, critical thinking, and reasoning to reach conclusions and solve problems.

Ability to adapt to change.

Effectily interact with people of different social, economic, and ethnic backgrounds.

Effectively prioritize situations and use good judgement based on the information received.

Maintain a calm demeanor while working with chaotic and stressful situations in a frequently noisy environment with multiple conversations.

Possess a clear and understandable radio and telephone voice.

Handle multiple tasks and conversations simultaneously; to receive and communicate information to and from several sources ensuring calls for service are dispatched and monitored in a timely and accurate manner.

Hear and understand multiple sound sources.

Maintain regular, reliable, and punctual attendance.

Work designated shift which could include nights, weekends, and holidays. Must be available to work extended shifts and be subject to emergency callback.

Special Requirements

Must have successfully completed the Richland County Communications/911 Center training program.

Must be CPR, EMD, NCIC certified and successfully complete a Public Safety Training Communications Course.

Must pass a pre-employment hearing test conducted by the Richland County Department of Health.

Must pass a criminal Background Check and be free of felony conviction.

Must pass pre-employment screening.

Physical Demands

The work is typically performed while sitting at a desk or table or while intermittently sitting, standing or stooping. The employee occasionally lifts light objects.

The employee must distinguish between sounds and colors.

The work is typically performed in an office.