

NEW CASTLE COUNTY GOVERNMENT

Number 1063

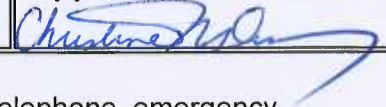
CLASS SPECIFICATION

Page 1 of 2

Date 03/11/15

Title: SENIOR PUBLIC SAFETY OPERATOR II

Approved:



GENERAL STATEMENT OF DUTIES: Operates the enhanced 9-1-1 telephone emergency answering service and records necessary information in a timely and professional manner into a computer system utilizing emergency medical, emergency fire and emergency police dispatch protocols; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs responsible work involving continued dealings with the public by telephone under emergency and non-emergency conditions within the 9-1-1 emergency communications center. This employee must ascertain and accurately record information about the emergency, i.e. police, fire or medical and convey information to the appropriate section. The work is performed under general supervision and in accordance with standard operating procedures while assisting the division to serve as senior squad/shift leadership having exceptional mentoring skills to guide and assist Public Safety Operators Class I and II in their daily performance while fostering their knowledge, skills and abilities.

The position of Senior Public Safety Operator II shall also be subject to the following provisions:

- (1) The Senior Public Safety Operator II rank may be lost by an unsatisfactory performance evaluation and/or serious disciplinary action.
- (2) The Senior Public Safety Operator II rank, once obtained and lost by an unsatisfactory performance evaluation, would be reinstated once a satisfactory performance is obtained. In cases of serious disciplinary action, defined as any discipline warranting a suspension or above, the employee would be required to re-apply after two (2) consecutively satisfactory performance evaluations.

EXAMPLES OF WORK: (Illustrative only)

- Answers all enhanced 9-1-1 incoming telephone calls, recording necessary information by operating an alphabetical/numerical computer keyboard device;
- Answers non-emergency calls gives general information, receives messages, and refers callers to the proper agencies;
- Checks the accuracy of information recorded by use of a Computer Aided Dispatch (CAD) display screen;
- Verifies location of emergencies using available resources such as maps, geographic information systems, and telephone databases;
- Inputs emergency calls for dispatch to the appropriate responders;
- Assigns the proper codes to incidents;
- Participates in training sessions and critiques to include case review;
- Communicates with patients, family members and third party callers to ensure that all patient needs are addressed in an efficient and caring manner;
- Communicates with victims and witnesses of crimes to ascertain all pertinent information to ensure the safety of first responders;
- Completes appropriate re-certifications, continuing education programs and examinations necessary to maintain required certification;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a personal computer and other related equipment in the course of the work.

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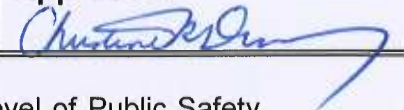
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Page 2 of 2

Date 03/11/15

Title: SENIOR PUBLIC SAFETY OPERATOR II

Approved:



MINIMUM QUALIFICATIONS: At least four (4) years' experience at the level of Public Safety Operator II to include two (2) consecutive years of satisfactory performance evaluations in all areas with an overall performance rating of satisfactory or above in the year applying for the promotion. Any record of discipline that resulted in a suspension during the twelve (12) months preceding the application for promotion shall be reviewed to determine eligibility for promotion.

ADDITIONAL REQUIREMENTS: Accumulate twenty-four (24) continuing education credits in a relevant course in addition to completing relevant leadership training (i.e. APCO Communications Center Supervisor classroom or online course), Completion of the National Incident Management System ICS100 and ICS700 and active participation in a departmental workgroup or project which shall be defined by the Chief of Emergency Communications or his/her designee. Must maintain certifications in police, fire and emergency medical protocols and a basic telecommunicator course. May be required to pass a Class III County physical and psychological examination and background check.

HISTORY OF REVISIONS:

Established: 03/11/15