

NEW CASTLE COUNTY GOVERNMENT

Number: 1081

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CLASS SPECIFICATION

Date: 10/25/17

Title: PUBLIC SAFETY OPERATOR I

Approved:

Vanessa J. Phillips

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.

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.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Good knowledge of the operations of the emergency and non-emergency telephone answering services; good knowledge of the geography, streets, roads and highway system of New Castle County; ability to multi-task and to perform efficiently under stress with accuracy; ability to type at a minimum of 30 words per minute; ability to operate a computer-aided dispatch system; ability to answer calls and questions with a clear, well-modulated voice in a calm and efficient manner; ability to communicate courteously and effectively, both verbally and in writing.

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MINIMUM QUALIFICATIONS: At least one (1) year experience in typing or data entry and possession of High School Diploma or GED; or an equivalent combination of experience, education and training directly related to the knowledge, skills and abilities.

PREFERRED QUALIFICATION: At least one (1) year experience in operating an emergency answering service or certification in a Basic Telecommunicator Course or equivalent.

ADDITIONAL REQUIREMENTS: Must successfully complete an approved training curriculum and maintain certifications in Police, Fire and Emergency Medical Protocols and a Basic Telecommunicator course. Must maintain continued favorable background throughout employment to maintain compliance with the rules and regulations to have indirect access to Delaware Criminal Justice Information System - (DELJIS) and the National Crime Information Center (NCIC). Must also pass a Class III County physical and psychological examination, and background check.

HISTORY OF REVISIONS:
Established: 01/26/10
Revised: 10/25/17