

Jurisdictional Class: Competitive
EEO Category: Protective Service: Non-Sworn
Revised: 02/26/2025

PUBLIC SAFETY TELECOMMUNICATOR

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this class serves as the vital communications link between the public needing help and emergency services response. As members of the public safety ecosystem, PSTs are typically the first point of contact when a person reaches out for help. This entails a candidate to be able to work independently in a high-stress environment while receiving and evaluating incoming emergency and administrative requests for emergency services, including but not limited to law enforcement, fire, and emergency medical services (EMS); triaging those requests for service; providing guidance and assistance to the public in life-safety situations; and coordinating appropriate responses to high-risk, high-stress operations, with the objective of keeping all participants safe.

The incumbent operates a sophisticated workstation comprised of multiple computer systems, computer-aided dispatch (CAD) software and geographical information systems (GIS), call handling including teletypewriter (TTY) and text-to-911 sessions, as well as communications systems such as radio dispatch consoles and recording systems. These systems are used to acquire, relay and dispatch emergency personnel and equipment, as well as inquire, enter, and maintain public safety related databases. An employee in this class will be familiar with and fully capable of operating such equipment at each operational position of the communications center.

An employee in this class exercises independent judgment, alertness, and responsiveness within the parameters of established operating policies, procedures and guidelines which aid in reacting to incidents which may involve danger to life and/or damage to property. The employee in this class prioritizes multiple events based on available resources using critical thinking skills. The work is performed under the general supervision of a Senior Public Safety Telecommunicator, Supervising Public Safety Telecommunicator, or other authorized personnel.

Areas of assignment may include: answering telephone requests for emergency and non-emergency calls for service from the public and associated public service providers; the dispatching of police, fire/rescue, EMS and public service provider personnel and equipment to emergency and non-emergency incidents; database inquiries, entries, and maintenance; training; and public relations events.

The job involves an unusual working environment. There can be sudden changes in work activity. High stress conditions may exist when dealing with life and death situations. The ability to remain calm in emergency situations, and the ability to be polite, especially when dealing with angry and abusive people, is needed. Employees are required to work shifts which cover both day and night hours, weekends, and holidays to ensure 24/7 coverage. Employees in this class may be required to assist with training, development, and evaluation of new personnel. The job also requires employees to always maintain a clean and tidy work environment, thus promoting a clean, safe, and healthy workplace. Supervision of subordinate employees is not exercised in this class. The incumbent performs related work as required.

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TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Utilizes knowledge of, and demonstrates proper application of Federal, State and local laws and ordinances relating to public safety, as well as locality and departmental rules, regulations, policies and procedures;
- Receives, processes and dispatches, in a calm and professional manner, incoming emergency and non-emergency calls from the general public and other public service providers using proper telephone and radio systems, protocols and techniques;
- Demonstrates clear and effective communications with active listening, call control, judgment, respect, and empathy with callers that range from calm to panicked;
- Manages challenging callers using appropriate handling of distressed, autistic, hearing-impaired, elderly, and angry callers;
- Uses Telecommunications Device for the Deaf (TDD) and relay services to comply with standards for handling calls from hearing-impaired and communications-impaired Callers;
- Utilizes language interpretation services with callers who have language barriers to receiving help;
- Utilizes and coordinates with mental health resources for appropriate contacts with callers who have mental health barriers to receiving help;
- Utilizes text-to-911 to communicate effectively with callers.
- Ascertains incident information by obtaining and verifying caller information and interpreting caller location by using geographic knowledge, tools, and location tracking capabilities when available
- Facilitates the transferring of calls to the appropriate resources and performs conference calls with entities, such as but not limited to poison control centers, Nurse Navigation or Mobile Crisis Assessment Teams;
- Documents incident details and activities quickly, thoroughly and accurately onto the CAD system to establish incident urgency while maintaining awareness of scene activities;
- Utilizes knowledge of New York State Penal Law, Vehicle and Traffic Law, Mental Hygiene Law and established protocol to select the proper police incident type to facilitate the correct help for the caller;
- Utilizes knowledge of established policies, procedures and medical protocol to select the proper fire service or medical incident type to facilitate the correct help for the caller;
- Maintains communications during life-threatening emergencies and maintains control of the conversation until field units arrive on scene;
- Provides pre-arrival and post-dispatch instructions to those that are requiring assistance during high stress situations, such as cardiopulmonary resuscitation (CPR), childbirth, hemorrhaging, active shooter, and entrapments;
- Utilizes knowledge of law enforcement, fire, and EMS protocols to prioritize and sequence calls promptly in limited time with limited or no supervision;
- Utilizes training and operational protocols to take appropriate action such as: relaying critical information, dispatching/initiating emergency response services, or referring callers to other agencies, and assuming incident command until other responders arrive;
- Conducts health and safety status checks of responders and uses other available technology to ensure on-scene responders' safety;

TYPICAL WORK ACTIVITIES: (Continued)

- Demonstrates clear and effective communications and active listening with other public safety responders using appropriate terminology;
- Maintains a calm demeanor while operating multiple systems and conversations simultaneously under chaotic and stressful circumstances in a frequently noisy environment without mistake;
- Utilizes various geographical knowledge and maps, and other sources of reference materials such as escape plans, Emergency Response Plans, Emergency Response Guides and Responder Alerts for dispatch recommendations, incident scene control and for providing direction to responding units;
- Performs computer inquiries into State and Federal Law Enforcement data bases;
- Completes training, certifications, and competencies as needed by actively seeking training, completing the training and certifications required for assigned PST positions, and completes continuing education and career development as necessary;
- Contributes to, and participates in, the team effort of training new personnel, cross-training of veteran personnel and the continuing training of all personnel;
- Performs some clerical duties related to the job;
- Performs other tasks, as assigned by supervisors.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the application of departmental policies and procedures and the ability to adhere to policies and procedures that are stringent, rigorous and unwavering including confidentiality of information and trustworthiness while dealing with sensitive information; good knowledge of the application of Federal, State and local laws and regulations that pertain to the operations and functions within a communications center; working knowledge of the geography, political sub-divisions, law enforcement, fire, and EMS response areas of the County; ability to read and interpret geographical spatial data and maps quickly and accurately; working knowledge of the application of English language arts; ability to effectively interact with people of different social, economic, and ethnic backgrounds; ability to operate various electronic communications, data processing and recording equipment; ability to operate computer systems with specialized software and enter data and orally transmitted information into a computer utilizing a keyboard with speed and accuracy; ability to distinguish, differentiate and respond to multiple visual and/or audible stimuli from personnel, equipment and/or printed documents; ability to follow written and verbal instructions; ability to remember and recall information; ability to maintain composure and function under various levels of activity and stress; ability to obtain information from hostile, confusing, and emotional callers while providing good customer service by use using good judgment, tact and courtesy in all communication with the public; ability to work as part of a team and establish and maintain cooperative and professional working relationships with co-workers, supervisors and representatives from other agencies; ability to handle multiple tasks simultaneously, under pressure, and in emergency and stressful situations; ability to use logic, critical thinking and reasoning to make decisions and form conclusions based on established policies, procedures, rules, regulations and guidelines; ability to communicate clearly, concisely, and effectively while relaying details accurately; ability to be resilient and resourceful while coordinating high-risk, high-stress operations, with the objective of keeping all participants safe; ability to use judgment and decision-making skills to rapidly

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FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: (Continued) evaluate situations, establish priorities, resolve matters, and pass on information, as ability to learn quickly and retain public safety and technology training material; ability to maintain regular, reliable, and punctual attendance; physical condition needed; commensurate with the demands of the position.

MINIMUM QUALIFICATION: Graduation from high school or possession of a high school equivalency diploma.

SPECIAL REQUIREMENTS: Candidates shall be subject to a background investigation, including a fingerprint based criminal history search, medical examination to include a hearing test, and a psychological examination/personality assessment, prior to appointment. All such assessments shall be in conformity with New York Executive Law article 15 (Human Rights Law).

Adopted: 12/08/1992

Revised: 01/20/1995, 11/30/1995, 12/05/2005, 08/03/2009, 02/03/2012, 10/10/2013, 01/09/2017, 10/03/2017, 11/08/2017, 10/10/2018, 09/11/2024, 02/26/2025.