



JOB DESCRIPTION

Bedford County
Bedford, PA

Job Title: Telecommunicator

Reports to: 911 Coordinator

Status: Full-time/Part-time

Pay Scale/Grade/Salary: Approved by salary board

POSITION SUMMARY:

As a 911 Telecommunications Operator you will be working in a fast-paced environment. This includes taking calls on emergency and non-emergency telephone lines from the public, evaluating situations and dispatching the appropriate resources such as fire, medical services, or law enforcement, and utilizing a variety of software to accurately document information.

EXAMPLES OF WORK: (Illustrative Only)

- Answer emergency 911, seven-digit phone, and radio calls.
- Ability to dispatch fire, police, and/or EMS services, utilizing department standard operating procedures (SOPs).
- Operate telecommunications equipment and computer systems in accordance with regulations set forth by the FCC and other agencies.
- Completing dispatching reports, ensuring accuracy and following guidance set forth by SOPs.
- Conduct accurate data entry into various software during and after a call.
- Complete continuing education (CEU) requirements on a rolling basis as a requirement by regulatory agencies.
- Work with, and coordinate communications with a variety of agencies, including but not limited to:
 - Law Enforcement Agencies
 - Fire Departments
 - Rescue Services
 - State Agencies
 - Social Services
- Complete all of the following requirements, including but not limited to:
 - 16-hour Emergency Fire Dispatch class
 - 16-hour Emergency Medical Dispatch class
 - 16-hour Emergency Police Dispatch class
 - HazMat R&I
 - CLEAN certification
 - TDD/TTY operations
 - CPR
 - Emergency Telecommunicator/Dispatcher PEMA certification
 - NIMS 100 & 700
 - TERT

Applicant may be required to do additional training and recertifications

REQUIRED QUALIFICATIONS:

- Highschool diploma or GED
- Ability to type a minimum of 25 words per minute
- Prior experience in one of the following:
 - Dispatching, telecommunications, emergency services, customer service
- Ability to sit or stand for long periods of time
- Phone, computer, and customer service experience
- Able to effectively handle high-stress situations
- Ability to multitask and prioritize work responsibilities
- Open availability to shifts
- Knowledge of local geography

PREFERRED QUALIFICATIONS:

- Associates degree
- One year experience in one of the following:
 - Dispatching, telecommunications, emergency services, customer service
- Prior experience working with Computer Aided Dispatching Systems (CAD)
- First Aid certifications, telecommunications/dispatching certifications, NIMS/ICS certifications

This job description does not imply that these are the only duties to be performed. Employees occupying this position will be required to follow any other-related instructions and to perform any other job related duties requested by the Board of Commissioners. Furthermore, this does not establish a contract for employment and is subject to change at the discretion of the employer.

By signing this I acknowledge that I can perform all of the essential functions and duties described in this job description.

Received by: Signed: _____ Date: _____

Print name: _____

Rev: June 2022