

AFSCME
CARBON COUNTY COURT HOUSE

Bulletin No. 11

LOCATION: Jim Thorpe, PA

DATE: December 5, 2018

APPLICATIONS WILL BE RECEIVED AT THE OFFICE OF THE UNDERSIGNED IN ACCORDANCE WITH ARTICLE XII OF THE CONTROLLING AGREEMENT:

TITLE OF POSITION: 911 Operator

LOCATION: Communications Center

ASSIGNED SHIFT: As Scheduled

RATE OF PAY:

Start	\$ 16.48 per hour
12 Months	\$ 17.08 per hour
12 Months	\$ 17.65 per hour
12 Months	\$ 18.23 per hour
12 Months	\$ 18.78 per hour

Rate for Internal Transfers shall be based on transferee's years of service and the wage scale applicable to the position.

TEST MAY BE ADMINISTERED

DUTIES OF ASSIGNMENT: See Attached

THIS Bulletin is to remain posted for a period of five (5) days from above date (to be removed the close of business **December 9, 2018**), after which the vacancy will be filled, subject to the provisions of article XII of the controlling agreement.



Human Resources Director

**CARBON COUNTY
AFSCME POSTING
2018 – 11**

911 Operator

December 5, 2018

OVERALL OBJECTIVE OF JOB:

To receive 911 emergency calls, to quickly and accurately determine appropriate responses, and dispatch necessary services accordingly.

ESSENTIAL FUNCTIONS OF JOB:

1. Receives 911 emergency calls, evaluates the circumstances and provides appropriate responses quickly and accurately.
2. Follows chain of command response and posts dispatch to assure common understanding of call; provides additional assistance to responding agencies as needed, i.e., fire, police, etc.
3. Coordinates response of emergency services.
4. Provides support and resources to field outlets.
5. Provides radio communications for police, fire, EMS units and County Government.
6. Maintains confidential files and procedure records and log sheets for department.
7. Operates computer and technical equipment, and provides basic equipment maintenance.
8. Interacts daily with general public, government and public agencies, departments and field staff.
9. Enters incident information into computer files.
10. Processes various forms, reports and other department paperwork as required.
11. Keeps updated on all applicable policies, procedures and regulations regarding emergency services and related areas.
12. Monitors weather conditions.
13. Runs criminal histories, driver licenses, gun permits for County Police Agencies.
14. Conducts all Emergency Medical Dispatching (EMD) on all medical related calls.

WORKING CONDITIONS:

1. Works in adequate work space, lighting, temperatures and ventilation.
2. Works with average indoor exposure to noise, but subject to frequent disruption and stress.
3. Normal indoor exposure to dust/dirt.
4. Continually works shifts or works on-call or on an as-needed basis.

PHYSICAL/MENTAL CONDITIONS:

1. Must possess ability to record, convey and present information, explain procedures and follow instructions.
2. Must be able to sit for long periods throughout the workday, with limited periods of standing or walking. Intermittent bending, twisting, kneeling, pushing, and reaching necessary to carry out duties of job.
3. Dexterity requirements range from simple to coordinated movements of fingers/hands; feet/legs; torso necessary to carry out duties of job.
4. Light work, with occasional lifting/carrying of objects with a maximum weight of twenty pounds, i.e. files, equipment.
5. Must be able to cope with the physical and mental stress of the position.
6. Must be able to pay close attention to details and concentrate on work.
7. Must be able to mentally and physically react quickly to emergency situations.

QUALIFICATIONS:

EDUCATION/TRAINING:

High school diploma or equivalent, plus additional training in computers and emergency medical services or police and fire training.

WORK EXPERIENCE:

- A. 3-6 months experience in field of communications, public safety or EMS.
- B. Must be a certified Emergency Medical Dispatcher and must meet the requirements to be recertified every two (2) years.
- C. Must be certified in CPR, Class "C".
- D. Must possess or obtain certification in the APCO 40 Hour Dispatcher Training program and a Pennsylvania approved Emergency Medical Dispatch program.

QUALIFICATIONS:

WORK EXPERIENCE (Continued):

- E. Must be able to complete the training/certification program required by the Pennsylvania State Police to be a CLEAN Terminal Operator and recertify/test every two (2) years.
- F. Must maintain certification in C, D, E and F above.
- G. Must possess PEMA Certifications for Call Taker, Dispatcher EMA, Dispatcher Fire, Dispatcher EMS and Dispatcher Police and must meet the requirements to be re-certified every four (4) years.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- 1. Must be able to speak and understand the English language in an understandable manner in order to carry out essential job duties.
- 2. Must possess effective communication and interpersonal skills.
- 3. Must possess ability to function independently, have flexibility and the ability to work effectively with clients, co-workers and others.
- 4. Must possess the technical knowledge of operating personal computers and other office and communication equipment.
- 5. Must possess thorough knowledge of emergency medical services and ability to properly respond to emergency calls quickly and accurately.
- 6. Must possess ability to coordinate response of emergency services and provide support to field units.
- 7. Must possess general knowledge of office practices and procedures, including ability to maintain accurate files and record keeping.
- 8. Must possess knowledge and ability to provide basic routine maintenance on equipment.
- 9. Must possess the knowledge to operate the Text Telephones (TTY) for the speech/hearing impaired.
- 10. Must possess the knowledge to revert back to the manual card system to record information in the event of a CAD system failure.
- 11. Must possess a working knowledge of the Geographic area of the County in order to assist emergency personnel arrival at the scene.
- 12. Must possess the ability to deal with multiple tasks in highly stressful situations.
- 13. Most importantly must possess the ability to maintain a calm demeanor and to use common sense while dealing with highly stressful situations.
- 14. Must possess a working knowledge of the Geographic area of the County in order to assist emergency personnel arrival at the scene.
- 15. Must possess the ability to deal with multiple tasks in highly stressful situations.
- 16. Most importantly must possess the ability to maintain a calm demeanor and to use common sense while dealing with highly stressful situations.