

**ALLENHURST POLICE DEPARTMENT**  
**PUBLIC SAFETY TELECOMMUNICATOR**  
**JOB DESCRIPTION**

- As a trainee and productive worker, the employee receives telephone or other electronic requests for emergency assistance.
- Learns to obtain, verify and record the location of the emergency, the name of the caller, nature, severity, and current status of the emergency, and obtains any other appropriate information needed to secure a full assessment of the circumstances.
- Learns to operate telecommunication devices for the deaf (TTY/TDD), or other electronic devices to obtain and verify required data.
- May be required to access foreign language interpreter service for non-English speaking callers.
- Maintains a reassuring, calming manner with callers to obtain required information.
- Persuades callers to stay on the line.
- In response to medical emergencies, obtains necessary information regarding patient status to relay to responding police and EMS personnel.
- In non-medical emergencies, may provide precautionary instructions and advice to help ensure the personal safety of persons and/or to minimize loss of property pending arrival of fire, police, or other assistance.
- Refers non-emergency situations to other appropriate public or private agencies.
- Dispatches non-emergency personnel or equipment.
- Relays information or instructions to field units via radio or mobile data terminal (MDT).
- Learns to utilize video display terminal or computer oriented, or radio equipment to receive, monitor, record, summarize, and /or transmit data relating to the emergency or non-emergency call.
- Determines the appropriate type of agency(ies) to respond to the specific emergency or call for assistance.
- Learns to utilize radio, telephone, and computerized or other electronic equipment to dispatch specific law enforcement, fire, or EMS units to the scene of an emergency based on pre-established response plans, and seeks guidance from supervisory personnel when circumstances warrant deviation from pre-established response plans.
- As instructed, coordinates the dispatching of units involving two or more governmental agencies.
- May assist in maintaining and facilitating communication with responding units by receiving and relaying information, including confidential information to authorized personnel.
- Maintains a constant update on status of emergency units in the field and of on-call personnel.

- Makes entries, inquires, cancellations, and modifications of records in various systems and databases, such as the National Crime Information Center (NCIC) and State Crime Information Center (SCIC), Stolen Vehicle File, Stolen License Plate File, Stolen/Missing Gun File, Stolen Article File, Wanted Person File, Missing Person File, Stolen or Embezzled or Counterfeited or Missing Securities File, Stolen Boat File, Hazardous Material databases, and hospital status files.
- Receives training in the answering of telephone, radio, and video display inquires of NCIC and SCIC for law enforcement agencies of the state.
- Maintains and updates NCIC, SCIC, and other records and files.
- Learns to maintain the official station record and or the daily log of all incoming and outgoing communications.
- Receives training in the activation of emergency alert systems, such as bells, sirens, beepers and tone-activated devices.
- Prepares reports and statistical data.
- Will be required to learn to utilize various types of electronic and / or manual recoding of information systems used by the agency, office, or related units.
- Knowledge of methods for operating communications systems after a period of training.
- Knowledge of emergency medical, fire, police and other emergency terminology after a period of training.
- Knowledge of procedures for dispatching emergency and non-emergency equipment and personnel after a period of training.
- Ability to utilize information required for documenting emergency situations and calls.
- Ability to utilize established safety procedures and guidelines.
- Ability to utilize information procedures for investigating and resolving complaints.
- Ability to learn the purpose and operation of various law enforcement, and other information systems and the statewide 9-1-1 Emergency Telephone System.
- Ability to answer voice and TTY/TDD (telecommunication devices for the deaf), telephone calls received from the public after a period of training.
- Ability to operate a Computer Aided Dispatch (CAD) system after a period of training.
- Ability to provide clear instructions and guidance to callers in emergency situations.
- Ability to relay instructions or questions accurately and clearly.
- Ability to comprehend, interpret, and evaluate relevant information from various types of source materials.
- Ability to obtain and analyze facts to reach logical conclusions.
- Ability to read and discern visual images on a variety of media.

- Ability to apply existing call codes to emergency situations.
- Ability to organize assigned communications work and develop appropriate work methods in accordance with established procedures.
- Ability to obtain information from physically or emotionally distressed individuals.
- Ability to interact with people who are in differing situations.
- Ability to work both independently, and as part of a team.
- Ability to take accurate, and complete messages.
- Ability to understand, remember, and carry out oral and written instructions.
- Ability to decode call locations, using appropriate equipment, after a period of training.
- Ability to recognized incorrectly transmitted messages, codes, or error input after a period of training.
- Ability to read road maps.
- Ability to collect information from both English speaking, and non-English speaking individuals, after a period of training.
- Ability to prepare reports and statistical data and to keep accurate records.
- Ability to count and to add and subtract whole numbers.
- Ability to speak clearly, concisely, and in a professional manner.
- Ability to comprehend and apply basic law and regulations, including the laws, rules, regulations, standards, policies, and procedures of the Federal Communications Commission (FCC), and of the NJ State Office of Emergency Telecommunications Services (NJOETS).
- Ability to learn quickly from written and oral explanations and demonstrations.
- Ability to ensure calls are sent accurately and promptly.
- Ability to maintain confidentiality of information received.
- Ability to utilize various types of electronic and/or manual recording and information systems used by the agency, office or related units.
- Ability to read, write, speak, understand, and communicate in English sufficiently to perform the duties of this position.