

NEW CASTLE COUNTY GOVERNMENT

Number: 1068

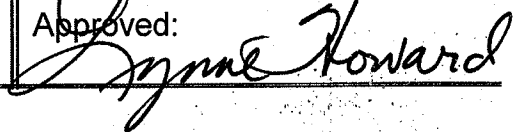
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CLASS SPECIFICATION

Date: 01/26/10

Title: PUBLIC SAFETY OPERATOR III - CTO

Approved:



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; assists in the training of new employees to perform the functions of a Public Safety Operator I; 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. The Public Safety Operator III - CTO is responsible for the continuing education of the new employee through, mentoring, instructing, and documenting the employee's performance. This employee must obtain and record information about the emergency police, fire or medical incident and transfer information to the proper section. The work is performed under general supervision and in accordance with standard operating procedures.

The position of Public Safety Operator III - CTO shall also be subject to the following provisions:

- (1) The Public Safety Operator III - CTO rank may be lost by an unsatisfactory performance evaluation and/or serious disciplinary action.
- (2) The Public Safety Operator III - CTO rank, once obtained and lost by an unsatisfactory performance evaluation, would be reinstated once a satisfactory performance is obtained. In cases of serious disciplinary action, defined as any discipline warranting a suspension or above, the employee would be required to re-apply after two (2) consecutively satisfactory performance evaluations.

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 giving general information, receives messages, and refers caller to the proper agencies;
- Checks the accuracy of information recorded by use of a Computer Aided Dispatch (CAD) 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 the incidents;
- Participates in ongoing training sessions and critiques to include case reviews;
- 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/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 certifications;
- Documents and critiques the performance of the new employees;
- 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 work.

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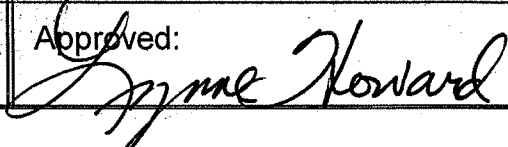
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CLASS SPECIFICATION

Date: 01/26/10

Title: PUBLIC SAFETY OPERATOR III - CTO

Approved:



REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Comprehensive knowledge of the operations of the emergency and non-emergency telephone answering services. good knowledge of the geography, streets, roads and highway system of the County; ability to multi-task and to perform efficiently under stress with accuracy; ability to type at a minimum of thirty (30) words per minute; ability to operate a CAD 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; ability to provide guidance and corrective action in a consistent and positive manner; ability to develop effective working relationships with others; ability to monitor and evaluate employee development; ability to act as a role model for new employees.

MINIMUM QUALIFICATIONS: Possession of a High School Diploma or GED and fulfillment of the requirements of the position of Public Safety Operator II with two (2) consecutive years of overall satisfactory performance evaluations and overall performance rating of satisfactory or above in the year applying for the promotion. Any record of discipline that resulted in a suspension during the twelve (12) months preceding the application for promotion shall be reviewed to determine eligibility for promotion.

PREFERRED QUALIFICATION: Accumulate twenty-four (24) continuing education credits in a relevant course and active participation in a departmental workgroup or project which shall be defined by the Chief of Emergency Communications or his/her designee.

ADDITIONAL REQUIREMENTS: Must maintain certifications in police, fire and emergency medical, protocols and a basic telecommunicator course to include the training officer course. May be required to pass a Class III County physical and psychological examination and background check.

HISTORY OF REVISIONS:

Established: 01/26/10