

**NEW CASTLE COUNTY GOVERNMENT**

Number: 1069

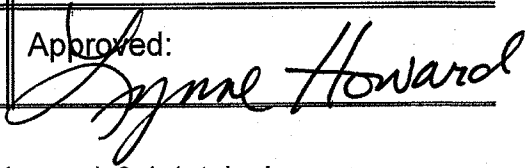
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**CLASS SPECIFICATION**

Date: 01/26/10

Title: PUBLIC SAFETY OPERATOR II

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 ; 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. This employee must ascertain and accurately record information about the emergency, i.e. police, fire or medical and convey information to the appropriate section. This employee has met all of the basic requirements as a Public Safety Operator I. The work is performed under general supervision and in accordance with standard operating procedures.

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 gives general information, receives messages, and refers callers to the proper agencies;
- Checks the accuracy of information recorded by use of a Computer Aided Dispatch (CAD) display 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 incidents;
- Participates in training sessions and critiques to include case review;
- 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 and 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 certification;
- 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 the work.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Good knowledge of the operations of the emergency and non-emergency telephone answering services; good knowledge of the geography, streets, roads and highway system of New Castle County; ability to multi-task and to perform efficiently under stress with accuracy; ability to type at a minimum of 30 words per minute; ability to operate a computer-aided dispatch 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.

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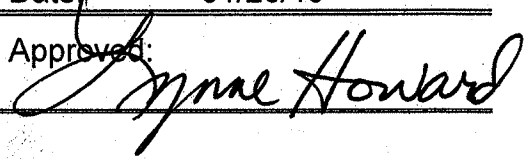
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**MINIMUM QUALIFICATIONS:** Possession of High School Diploma or GED and fulfillment of all the requirements of a Public Safety Operator I to include two (2) years experience with one (1) year of overall satisfactory performance evaluations and an overall performance rating of satisfactory or above. 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. May be required to pass a Class III County physical and psychological examination and background check.

**HISTORY OF REVISIONS:**

Established: 01/26/10