

**COLUMBIA COUNTY**  
Job Description

**Job Title:** TELECOMMUNICATOR  
**Department:** 9-1-1, Department of Public Safety  
**Reports to:** Communications Coordinator  
**FLSA Status:** Non-exempt  
**Preparation Date:** April 2002

**SUMMARY:** Receives emergency and non-emergency calls; dispatch police, fire, ambulance, or county agencies; depending on the nature of the emergency

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Receive emergency and non-emergency calls; evaluate emergency status, obtain information from caller and computer to assist emergency personnel; dispatch town and county agencies (e.g., Coroner, Magistrate, Children's Service, Probation, Women's Center, Red Cross, PennDOT, game commission, PP&L, cable companies, etc.).
2. Maintain current emergency response information during emergency and non-emergency to ensure safety and efficiency; list location of officers, document locations using maps, monitor radios, maintain contact with emergency units, perform criminal checks, page on-call persons of service agencies.
3. Monitor equipment at both the center and three tower sites to report active malfunctions and service or repair needs.
4. Ensure that fellow telecommunicators are aware of on-going emergencies and any unmet needs and the requirements to fill them.

**EDUATION AND/OR EXPERIENCE:**

High school diploma or G.E.D. and some experience dealing with public emergency situations or the equivalent combination of comparable education and experience.

**LANGUAGE SKILLS:**

Ability to read, analyze and interpret technical procedures and instructions.  
Ability to speak clearly, calmly and effectively when emergency situations are being described.  
Ability to present information and to respond calmly to stressed, angry or confused individuals.

**MATHEMATICAL SKILLS:**

Basic Math skills with the ability to calculate area, volume, proportions, etc.

**COMPUTER/INFORMATION TECHNOLOGY SKILLS:**

A working knowledge of computer equipment as it may pertain to the duties associated with emergency communications/911 operations.

**REASONING SKILLS:**

Ability to define problems, collect data, establish facts, and draw valid conclusions.

Ability to interpret an extensive variety of technical instructions and deal with several abstract and concrete variables.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

Possess or have the ability to become CPR certified and obtain certification in Telecommunicator Training and Emergency Medical Dispatching.

**PHYSICAL DEMANDS:**

Work involves answering telephones and remaining calm during potentially an emergency situation.

**WORK ENVIRONMENT:**

Work performed in an office environment with moderate to loud noise levels.