



Model Job Description for Public Safety Telecommunicators

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**Arizona Department of Administration
9-1-1 Program**



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1 Background

The Arizona Department of Administration 9-1-1 Program (Program) has identified the recruitment, hiring, and retention of 9-1-1 personnel as key components to be addressed to ensure Arizona’s public safety answering points (PSAPs) are able to attract and recruit qualified candidates for the role of a Public Safety Telecommunicator (PST).

“Public Safety Telecommunicator” means an employee of a public safety agency or PSAP, as the initial first responder, whose duties and responsibilities include:

(1) receiving, processing, transmitting and dispatching 9–1–1 requests for emergency services;

(2) other support functions directly related to fulfilling 9–1–1 requests for emergency services; or

(3) dispatching law enforcement officers, fire rescue services, emergency medical services, and other public safety resources to the scene of an emergency.

2 Purpose and Scope

The purpose of this document is to assist Arizona’s PSAPs with developing a model job description that can be used by their agency to help recruit and attract employees. This document is voluntary and is intended to guide PSAPs when creating PST job descriptions.

3 Methodology

The Program reviewed job descriptions currently in use for most of the state, as well as external job descriptions and best practice examples to identify key components of a PST job description.

4 Best Practices and Standards

Several standards development organizations (SDOs) in the 9-1-1 industry focus on creating and refining standards and best practices to help progress all aspects of 9-1-1—for example, technology, operations, and training. Those that have a strong focus on knowledge, skills, and tasks include:

- Association of Public-Safety Communications Officials (APCO) International
- National Emergency Number Association (NENA)
- National Fire Protection Association (NFPA)

These SDOs develop standards based on best practices and data that prove repetitive, precise processes result in stronger outcomes. Only one organization can develop a standard on a specific topic; therefore, in some cases, SDOs collaborate to develop a joint standard.

4.1 Best Practices

In May 2022, the National Highway Traffic Safety Administration (NHTSA) National 911 Program, in the Office of Emergency Medical Services (OEMS), at the United States (U.S.) Department of Transportation (DOT) published its *Guidelines for Developing a Public Safety Telecommunicator Job Description*—part one of a four-part series to support telecommunicator job reclassification¹. This four-part toolkit is the result of a collaborative effort among industry members and 9-1-1 professionals across the nation to develop a model job description. The toolkit is intended to assist authorities in identifying the knowledge, skills, traits, and job tasks a 9-1-1 PST needs to perform.

4.2 Standards

Several standards and best practices within the industry serve as guideposts for PSAPs throughout the nation. The standards listed below are references that the subcommittee used to develop this model job description.

Developing a model job description may require the use of a combination of standards and best practices. There is not a one-size-fits-all solution for Arizona's PSAPs, as the roles and responsibilities vary greatly from PSAP to PSAP. Arizona's PSAPs are encouraged to familiarize themselves with and adopt national best practices and standards to meet their needs.

The documents noted below were developed through a consensus standards development process approved by the American National Standards Institute (ANSI) for the purpose of training PSAP personnel.

APCO²

Document Number	Standard and/or Best Practice
APCO ANS 3.103.2.2015	<i>Minimum Training Standards for Public Safety Telecommunicators</i> ©
APCO ANS 1.115.1-2018	<i>APCO Core Competencies, Operational Factors, and Training for Next Generation Technologies in Public Safety Communications</i>

NENA³

Document Number	Standard and/or Best Practice
NENA STA 017.1-2022	<i>NENA Changing Role of the Telecommunicator in NG9-1-1</i>

¹ [Telecommunicator Job Reclassification | 911.gov](#)

² The standards referenced here can be downloaded from: [Standards to Download | APCO International \(apcointl.org\)](#)

³ The standard referenced here can be downloaded from: [Changing Role of the Telecommunicator in NG9-1-1 - National Emergency Number Association \(nena.org\)](#)

Document Number	Standard and/or Best Practice
NFPA 1225	<i>Standard for Emergency Services Communications</i>

5 Definitions

Call-Taker – A Public Safety Telecommunicator who processes incoming calls through the analyzing, prioritizing, and disseminating of information to aid in the safety of the public and responders.

Dispatcher – A Public Safety Telecommunicator who provides dispatch services by analyzing, prioritizing, and processing calls for service (i.e., incidents) while maintaining radio contact with responders to assure safe, efficient, and effective responses to requests for law enforcement, fire, and/or emergency medical services (EMS) in accordance with local, state, tribal, or national standards.

Emergency Call – A request for emergency assistance. An emergency call may be made as a traditional voice call, text call, video/picture call, or data-only call.

First Responder – An employee of a federal, state, or local agency who provides emergency response services, including peace officers, firefighters, paramedics, emergency medical technicians, and public safety telecommunicators.

Manager – Any management-level personnel working within a PSAP whose duties support the work done in the PSAP, including but not limited to call-handling equipment (CHE), computer-aided dispatch (CAD), radio, quality assurance (QA), training and development, and information technology (IT).

Non-Emergency Call – Any call to a PSAP that is not an emergency call as defined in this section.

Public Safety Answering Point (PSAP) – A communications facility that:

1. is operated on a 24-hour basis;
2. first receives 9-1-1 calls in a 9-1-1 service area; and
3. as appropriate, dispatches public safety services directly, or transfers 9-1-1 calls to the appropriate public safety agencies.

Public Safety Telecommunicator – An individual employed by a PSAP whose primary responsibility is to receive, process, transmit, and/or dispatch emergency and non-emergency calls for service for emergency medical, fire, law enforcement, and other public safety services via telephone, radio, and other communication devices. The term Public Safety Telecommunicator includes call-takers, emergency dispatchers, communications training officers (CTOs), supervisors, and management.

Supervisor – A Public Safety Telecommunicator whose job duties include, but are not limited to, directly supervising those who answer (call-taker) and/or dispatch (dispatcher) emergency and non-emergency calls for service.

Trainee (Basic/Entry-Level Public Safety Telecommunicator) – A minimum entry-level position that requires basic training fundamentals of a PSAP environment.

⁴ The standard referenced here can be viewed at: [NFPA 1225: Standard for Emergency Services Communications](#)

Written Directives – A set of PSAP-specific policies, procedures, rules, regulations, and/or guidelines that direct the actions of the PSAP and its personnel.

6 Special Considerations

This section applies whenever a labor union agreement or a local employment condition requires a PSAP to use job titles other than Public Safety Telecommunicator to describe PSAP personnel. Under these circumstances, the PSAP should compare the functions, duties, and responsibilities of each PSAP job position with the functions, duties, and responsibilities that most closely relate to the PSAP job position.

7 Developing Job Descriptions

According to the National 911 Program's *Guidelines for Developing a Public Safety Telecommunicator Job Description*, a PSAP should take several steps to prepare to update its job description (outlined in the figure below).^{5, 6} "A job description is a document that is intended to communicate to potential applicants the main duties and responsibilities of a job."⁷

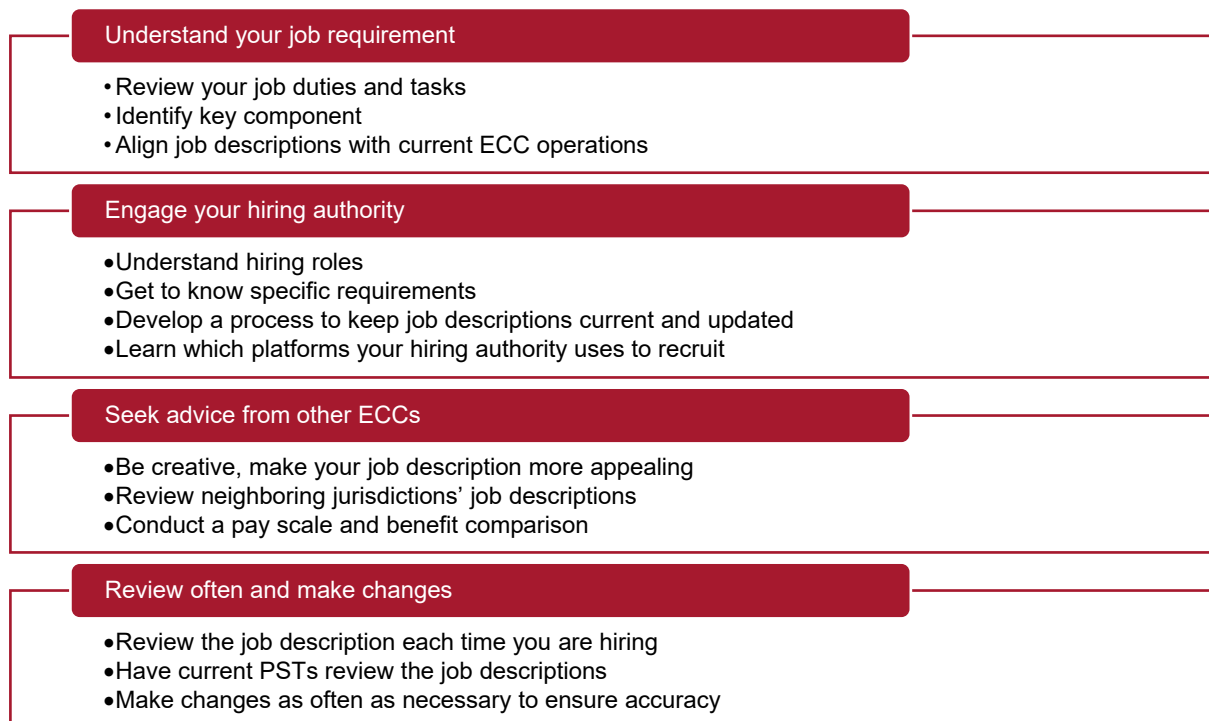


Figure 1: Initial Steps for Job Description Updates

⁵ National 911 Program. *Guidelines for Developing a Public Safety Telecommunicator Job Description*, Section 1 Call to Action.

⁶ ECC is emergency communications center.

⁷ National 911 Program. *Guidelines for Developing a Public Safety Telecommunicator Job Description*, Appendix B.

Once the necessary steps have been undertaken, the PSAP should begin to craft its job descriptions. To assist PSAPs with identifying PST responsibilities and key job skills and tasks, Appendix A is provided.

The Program developed Appendix B to help PSAPs craft a job description that is reflective of today's 9-1-1 environment. While this is not an all-inclusive list, PSAPs are encouraged to use this language if it is appropriate.

Appendix A: PST Responsibilities and Key Job Skills and Tasks

The following is excerpted from the *Guidelines for Developing a Public Safety Telecommunicator Job Description*. Footnotes are additional text.

Responsibility	Key Job Skills and Tasks
Screen initial calls	<ul style="list-style-type: none"> • Identifying call delivery method (phone, text, video, picture, automated data) <ul style="list-style-type: none"> – Callers may use traditional methods such as: <ul style="list-style-type: none"> ▪ Dialing 911 ▪ Using a 10-digit phone line – Callers may also use multiple technological platforms to contact the ECC, such as: <ul style="list-style-type: none"> ▪ Text-to-911 ▪ Video-to-911 ▪ Video relay services ▪ Social media – While other calls may be delivered without human intervention, such as: <ul style="list-style-type: none"> ▪ Automated alarms ▪ Telematics ▪ Artificial Intelligence (gunshot detection) • Prioritizing call answering • Greeting caller • Projecting a professional demeanor • Providing calming instructions to obtain information
Demonstrate clear and effective communications	<ul style="list-style-type: none"> • Actively listening • Conveying respect and empathy • Enunciating clearly while avoiding jargon with the caller • Controlling the call • Using appropriate terminology, codes, signals with field responders

Responsibility	Key Job Skills and Tasks
Ascertain incident information	<ul style="list-style-type: none"> • Obtaining and verifying the incident location • Interpreting geographic information system (GIS) coordinate information and knowledge of mapping systems • Obtaining and verifying contact information • Rapidly determining the nature of the incident • Establishing when the incident happened • Identifying who is involved in the incident • Analyzing information that could include automated data feeds such as cameras, sensors, telematics • Using social media to investigate incident details (i.e., suicide message, images of suspects)
Determine scene and responder safety	<ul style="list-style-type: none"> • Interrogating the caller to learn the circumstances of the emergency • Using multiple resources to determine situational awareness of a scene (i.e., hazardous materials or high occupancy locations, or history of previous incidents) • Using tools and data such as video from mobile devices, body cameras, traffic cameras, drones, and real-time location tracking to improve situational awareness and assist incident commanders on the scene • Determining additional risks such as weapons present, medical conditions, or mobility issues of victims that complicate or threaten the health and safety of the responders and victims at the scene
Identify and mitigate caller safety	<ul style="list-style-type: none"> • Asking that the reporting party not get involved in the situation, keep a safe distance, and remove themselves from the incident if it is an unsafe situation • Staying in contact with the caller to ensure their safety until responders are on scene • Interpreting audio cues, such as emotion and background noise • Recognizing indicators of psychological distress
Document information accurately	<ul style="list-style-type: none"> • Documenting incident details quickly and accurately • Establishing incident priority based on written directives
Caller management	<ul style="list-style-type: none"> • Using call control techniques and tactics to elicit information quickly and accurately from challenged callers • Using calming techniques such as persistent repetition; the use of “I” statements to break through the hysterical threshold • Deploying language services to assist foreign-speaking callers • Providing counsel to suicidal persons, domestic violence victims, or serving as the primary contact with a hostage taker • Utilizing mental health resources

Responsibility	Key Job Skills and Tasks
Take appropriate action	<ul style="list-style-type: none"> • Ascertaining if public safety resource dispatch is required and relaying information <ul style="list-style-type: none"> - If yes, coordinating the dispatch of the appropriate emergency services - If no, providing the caller with the appropriate information • Reviewing request for service details • Informing caller of actions and advising of appropriate updates • Determining the need for outside agency resources such as traffic management, roadway clearance, towing services, power and utility services, hostage negotiators, social services, etc. • Using internal and external agency control devices (weather notification systems, air warnings, emergency management warning system activation, etc.) • Using social media to inform public
Provide pre-arrival instructions	<ul style="list-style-type: none"> • Providing pre-arrival instructions for law enforcement events, such as: <ul style="list-style-type: none"> - Suicidal persons - Active shooter events - Deescalating persons in crisis (post-traumatic stress disorder [PTSD], mental illness) - Separating domestic violence victim from the abuser - Protecting children at the scene - Serving as a hostage negotiator - Preliminary clearance of roadway obstructions to prevent further injury or secondary accidents - Advice to crash victims to prevent further injury • Providing pre-arrival instructions for fire events, such as: <ul style="list-style-type: none"> - Escaping a structure fire - Protection for persons trapped in a fire - Wildland fire evacuation - Avalanche disasters - Accelerator stuck - Sinking vehicle • Providing lifesaving instructions for medical events, such as: <ul style="list-style-type: none"> - Bleeding control - Choking/airway clearance

Responsibility	Key Job Skills and Tasks
	<ul style="list-style-type: none"> - CPR⁸ - Respiratory arrest - Cardiac arrest - Drowning - Childbirth
Process requests for service for law enforcement, fire, and emergency medical services (EMS) personnel	<ul style="list-style-type: none"> • Making notifications • Using federal and state databases to inquire about driver license statuses, registrations, and wanted checks, etc.
Record data regarding the incident	<ul style="list-style-type: none"> • Creating a CAD incident • Documenting important and necessary call details for response awareness and responder protection • Updating the CAD incident • Additional data collection from the same or other callers reporting the incident
Initiate incident response	<ul style="list-style-type: none"> • Assigning units to the incident • Relaying pertinent incident information • Obtaining unit acknowledgment • Coordinating available resources • Relaying updates to units • Broadcasting be on the lookouts (BOLOs) or attempt to locate (ATL) messages • Disseminating information to other resources • Anticipating potential escalation • Performing status checks
Coordinate during events	<ul style="list-style-type: none"> • Notifying supervisors • Notifying appropriate resources • Corresponding with other agencies • Activating mutual aid, when applicable • Disseminating interdepartmental intelligence • Providing shift briefings

⁸ Cardiopulmonary resuscitation

Responsibility	Key Job Skills and Tasks
Control radio traffic	<ul style="list-style-type: none"> • Monitoring radio channel(s) • Active listening and awareness techniques • Acknowledging radio traffic • Complying with Federal Communications Commission (FCC) regulations
Participate in post-incident activities	<ul style="list-style-type: none"> • Preparing testimony • Testifying in court proceedings • Participating in call critique and QA review sessions • Providing or requesting peer support and debriefings • Participating in critical incident stress management (CISM) debriefings • Participating in after-action report meetings
Operate agency equipment	<ul style="list-style-type: none"> • Operating telephony system effectively <ul style="list-style-type: none"> - Answering incoming calls - Placing outgoing calls - Performing conference calls - Placing calls on hold if appropriate - Performing appropriate transfers - Utilizing text-to-911 programs - Rapidly identifying and recognizing service interruptions such as equipment failures, cybersecurity breaches, swatting, slamming or spamming incidents, or denial of service (DOS) attacks - Operating teletypewriter (TTY)/telecommunications device for the deaf (TDD) - Responding to multimedia sessions/short message sessions (MMS/SMS) - Responding to video-relayed information • Operating technology systems such as CAD, call-handling equipment (CHE), logging recorder systems, traffic cameras, traffic lights, perimeter cameras, radio technology, alarms, etc. <ul style="list-style-type: none"> - Accessing incident data - Updating incident data - Assigning appropriate units - Interpreting other sensor data such as automatic emergency notification from law enforcement vehicles or body sensors, biometric alarms, and notifications - Interpreting smart building data and sensors including video feeds, hazmat • Utilizing map/GIS programs

Responsibility	Key Job Skills and Tasks
	<ul style="list-style-type: none"> - Identifying the location of the incident - Interpreting automatic number identification/automatic location identification (ANI/ALI) to locate emergencies - Plotting GPS⁹ coordinates - Providing directions - Using automatic vehicle location (AVL) data to track units • Operating radio systems <ul style="list-style-type: none"> - Dispatching calls - Relaying information - Providing updated information - Maintaining current status of units • Operating RMS¹⁰ <ul style="list-style-type: none"> - Accessing records - Updating records • Maintaining equipment functionality <ul style="list-style-type: none"> - Testing equipment - Troubleshooting equipment - Reporting problems - Applying contingency plans • Operating computer systems <ul style="list-style-type: none"> - Successful passing of required background checks and clearances to operate sensitive databases. - Accessing database information (National Crime Information Center [NCIC], local/state crime network¹¹, Integrated Public Alert and Warning System [IPAWS]) - Operating mass notification software - Using social media platforms - Conducting inquiries - Updating/Modifying/Maintaining systems - Following regulations - Maintaining systems

⁹ Global positioning system

¹⁰ Records management system

¹¹ For Arizona, this is the Arizona Criminal Justice Information System (ACJIS).

Responsibility	Key Job Skills and Tasks
Enhance profession competence	<ul style="list-style-type: none">• Actively seek additional training• Completing training and certifications required for assigned PST position• Completing continuing education and career development• Following established ECC policies and procedures• Adhering to federal disclosure and privacy laws• Using debriefing tools, stress management techniques, and critical incident response models

Appendix B: Model Job Description

The following model¹² is intended only as an illustration of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. PSAPs are encouraged to repurpose language from this document while working closely with their hiring authority.

JOB TITLE: Public Safety Telecommunicator

Summary

Join the Arizona public safety first responder team. This critical role serves as the vital communications link between the public needing help and emergency services response. As members of the public safety ecosystem, Public Safety Telecommunicators (PST) are typically the first point of contact when a person reaches out for help. This requires a candidate to be able to work independently in a high-stress environment while receiving and evaluating incoming emergency and administrative requests for emergency services, including, but not limited to, law enforcement, fire, and emergency medical services (EMS); triaging those requests for service; providing lifesaving instructions and assistance to the public; and coordinating appropriate responses to high-risk, high-stress operations, with the objective of keeping all participants safe.

A PST receives comprehensive training through an initial xx (X) month recruit training program. Additional specialized training is provided to ensure the applicant is prepared to handle the various duties listed below and required certifications that must be earned and maintained without lapse during employment.

Minimum Requirements

- Age 18 or older at the time of hire; age 17 at the time of application submission is permitted as long as the applicant will be 18 when beginning employment.
- A high school diploma or General Education Development (GED), in most cases; some entities may have additional requirements.
- Dependable, self-motivated, and team-oriented, with a desire to provide a service to the community.
- Adaptability; willing and able to adjust to changing circumstances.
- Great attention to detail.
- Empathy towards customers' needs and concerns.
- Work in an environment where there are distractions.
- Limited access to personal electronic devices (e.g., cell phone, tablet, laptop, etc.) while performing duties.
- Must be able to adapt and function, without reservation, with minimal supervision, in high-stress situations.
- Ability to think critically and make sound decisions, sometimes with limited information

¹² The foundation for this job description is from the *Guidelines for Developing a Public Safety Telecommunicator Job Description*.

- Must pass a background investigation that meets all local, state, and federal requirements, as well as have no felony convictions.
- Must have never committed, been involved in, or been convicted of, a felony or serious misdemeanor.
- Applicant agrees to be free from the influence of drugs and/or alcohol while at work. Adherence of to the Agency's Drug/Alcohol Policy is a condition of employment.
- Must be able to perform essential job functions (reasonable accommodation may be made on a case-by-case basis).
- Must be able to tolerate extended periods in a seated position. May alternate sitting or standing at will.
- Entering text or data into a computer or other machine by means of a traditional keyboard or other tools. Traditional keyboard refers to a panel of keys used as the primary input device on a computer, typographic machine, or 10-key numeric keypad.
- Must be able to express, exchange, and/or communicate ideas by means of the spoken word to impart oral information and to convey detailed spoken instructions accurately, and at a rate easily understood and adequate volume.
- Must be able to understand and distinguish speech and/or other sounds. Accurately receive and process auditory information in an environment that includes various background noises such as telephones ringing, multiple frequency radio traffic, and general conversation.
- Must be able to observe details at various ranges. Specific vision abilities required include near visual acuity, far visual acuity, peripheral vision, depth perception, and ability to adjust focus.
- Reasonable accommodations in areas of physical performance will be reviewed on a case-by-case basis.
- Able to work a rotating schedule including nights, weekends, and holidays to ensure 24 hours a day, 7 days a week, 365 days a year (24/7/364) coverage.
- Subject to mandatory call back and/or holdover to maintain minimum staffing 24/7/365.
- This position is designated as essential, operating 24/7/365, and must report to work during times when the government/agency is closed for holidays, weekends, inclement weather, and natural or man-made disasters.
- Working knowledge of Windows-based software and various other computerized electronic, and telecommunications equipment.
- Must be able to obtain and maintain the following licenses and certifications within a given time frame:
 - Basic Telecommunications Course that includes:
 - Telecommunicator roles and responsibilities
 - 9-1-1 call processing
 - Radio communications
 - Emergency management
 - Emergency communications technology
 - Legal concepts
 - Interpersonal communications
 - Stress management

- Quality assurance
- Must obtain Arizona Criminal Justice Information System (ACJIS) Terminal Operator Certification within six months of hire and maintain certification throughout the course of this assignment with xx.
- Certification in cardiopulmonary resuscitation (CPR) [if agency supports delivery of pre-arrival medical instructions].
- [Additional training and certification requirements may be necessary based on specific services provided by the agency].

Knowledge, Skills, and Abilities

- Relentless problem solver.
- Friendly and tactful personality.
- Patient and resilient.
- Stress tolerance and adaptability.
- Follow instructions, spell correctly, and write clearly.
- Maintain regular, reliable, and punctual attendance.
- Establish and maintain cooperative and professional working relationships with co-workers, supervisors, representatives from other departments, and other emergency services agencies.
- Organize and prioritize work to meet deadlines and accomplish tasks.
- Provide effective customer service and deal tactfully and courteously with a demanding public.
- Effectively interact with people of different social, economic, and ethnic backgrounds.
- Obtain information from hostile, confusing, and emotional callers.
- Recall names, numbers, and locations accurately.
- Use judgment and decision-making skills to rapidly evaluate situations, establish priorities, resolve matters, and pass relay information as needed.
- Able to handle difficult situations and remain calm under pressure.
- Able to use logic, critical thinking, and reasoning to reach conclusions and solve problems.
- Communicate clearly, concisely, and effectively; relay details accurately; listen actively; think and act quickly.
- Resilient and resourceful while coordinating high-risk, high-stress operations, with the objective of keeping all participants safe.
- Handle multiple tasks simultaneously, under pressure, and in emergency and stressful situations.
- Learn quickly and retain all training material necessary to perform functions at a high level.
- By the end of the probationary period, have obtained a thorough knowledge of the policies, procedures, processes, laws, ordinances, and regulations affecting public safety call-taking and the ability to apply them appropriately.
- Adhere to policy and procedure requirements that are stringent, rigorous, and unwavering, including confidentiality of information and trustworthiness while dealing with sensitive information.

- Operate computer systems with specialized software with speed and accuracy and enter data with speed and accuracy.
- Read and interpret geographical spatial data and maps quickly and accurately.
- Compile and analyze operational data and prepare and maintain accurate records.

Essential Job Duties and Tasks¹³

The primary responsibility of the PST is to protect citizens and emergency responders during emergency incidents. These include:

- Using training and policies to screen requests for emergency services; answering them professionally. Recognizing if a call is received from telephone, text, video, or an automated data feed.
- Using appropriate technology to communicate with callers.
- Ability to prioritize multiple events based on available resources—critical thinking.
- Demonstrating clear and effective communications with active listening, call control, judgment, respect, and empathy with callers that range from calm to panic.
- Managing challenging callers using appropriate handling of distressed, cognitively impaired, hearing-impaired, elderly, angry, and foreign-language-speaking callers.
- Providing pre-arrival instructions to victims of crime, children, and persons in mental health or other crisis (lack of basic needs).
- Maintaining a calm demeanor under chaotic and stressful circumstances, multiple conversations, and frequently noisy environments.
- Operating multiple systems and conversations simultaneously with a high level of accuracy.
- Interpreting telematics and other sensor data received to triage, prioritize, properly categorize, and initiate the correct emergency response.
- Using knowledge of law enforcement, fire, and EMS protocols to prioritize and sequence calls promptly in limited time with limited or no supervision.
- Providing pre-arrival and post-dispatch instructions to those that are requiring assistance during high-stress situations, such as cardiopulmonary resuscitation (CPR), childbirth, hemorrhaging, active shooter, and entrapments, if the agency supports the delivery of pre-arrival medical instructions.
- Ascertaining incident information by obtaining and verifying caller information and location, determining the nature of the incident and all available data, including but not limited to automated data, social media information, text message, images, or video, and providing information to emergency services either verbally and/or digitally.
- Using telecommunications devices for the deaf (TDD) and relay services to comply with standards for handling calls from hearing-impaired callers.
- Utilizing language interpretation services and coordinating with mental health resources for appropriate contacts with callers who have mental health or language barriers to receiving help.

¹³ The job duties and tasks are an all-inclusive list based on current capabilities of ECCs and can be adjusted based on agency needs.

- Using text-to-9-1-1 to communicate effectively with callers.
- Interpreting caller location by using geographic knowledge, tools, and location tracking tools when available.
- Interpreting automatic number and automatic location data provided by the emergency communications phone system and verifying data using mapping software for accuracy and reliability.
- Maintaining communications during life-threatening emergencies, providing safety/lifesaving instructions, and maintaining control of the conversation until field units arrive on scene.
- Using available vehicular, bystander, and/or law enforcement information for the purpose of protecting the public at the scene as well as on-scene responders by identifying the need for advanced life support resources or specialized fire extraction equipment.
- Utilizing training and reference resources when determining the nature and priority of emergency incidents that have live-streaming videos, graphic images, and text.
- Using training and operational protocols to take appropriate action, such as: relaying critical information, dispatching/initiating emergency response services, or referring callers to other agencies.
- Documenting incident details quickly and accurately to establish incident urgency, categorizing the incident type, and obtaining the proper help for the caller.
- Demonstrating clear and effective communications and active listening with public safety responders using appropriate terminology, codes, and signals.
- Relaying initial information for dispatch accurately, reviewing the call for service details, and assuming incident command until first responders arrive.
- Conducting health and safety status checks of responders and using other available technology to ensure on-scene responders' safety.
- Documenting thoroughly and accurately all incident activities while maintaining awareness of scene activities.
- Operating emergency, administrative, and backup telephone communications systems effectively.
- Facilitating the transferring of calls to the appropriate resources and performing conference calls with entities, such as but not limited to poison control centers or helicopter dispatch.
- Interpreting and understanding local and regional geography to quickly and accurately identify the location of the emergency to improve response times of field responders.
- Operating a sophisticated workstation comprised of multiple computer systems, computer-aided dispatch (CAD) software and geographical information systems (GIS), state and federal clearinghouses, call handling including teletypewriter (TTY) and text-to-9-1-1 sessions, as well as communications systems such as radio dispatch consoles and recording systems.
- Notifying key personnel of critical incidents, using judgment to determine the need to contact other law enforcement and public safety agencies for additional information and resources as needed, or relaying information regarding incidents and situational awareness.
- Using radio, telephone, and mass notification software, including social media platforms, to keep the public, media, and other government entities informed of emergency incidents impacting community public safety.

- Activating mass community warning and notification software programs to inform the public of impending critical information related to such things as severe weather impacts, potential injury, or life-safety events.
- Managing chain of custody for records and documentation used in court proceedings and legal discovery.
- Completing training, certifications, and competencies as needed by actively seeking training, completing the training and certifications required for assigned PST positions, and completing continuing education and career development as necessary.
- Following established agency policies and procedures, being aware of liability to the agency, and adhering to federal disclosure and privacy laws.
- Using debriefing tools, stress management techniques and critical incident response models to deal with mental or emotional strain or tension resulting from adverse or very demanding circumstances.

Work Environment

Work is performed in an emergency communications center as part of a team environment. Teamwork includes working together collaboratively to solve problems. The work level can fluctuate from minimal to fast-paced and high volume. The employee deals with crisis situations that require them to quickly make major decisions involving people, resources, and property with frequently limited direction.

The PST may be asked to work scheduled shifts at any time of the day and on weekends and holidays. Must be able to cope in a safe manner with stressful situations, emotional callers, irate responders, and unprofessional contacts. Under unusual circumstances, the PST may be required to perform duties at or near the scene of any emergency or for extended time periods.

Physical Requirements

This work is sedentary and requires little to no exertion of force. Work regularly requires speaking or hearing and frequently sitting; using hands to finger, handle, or feel; reaching with hands and arms; and repetitive motions. Work requires close vision, distance vision, the ability to adjust focus, depth perception, and peripheral vision. Vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly, or quickly. Hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound. Work requires preparing and analyzing written or computer data. Work requires exposure to loud noises, extreme emotions, and stressful environments. Work is generally indoors and in a moderately noisy location, surrounded by others talking on the phone or radio.

Compensation

The non-negotiable starting salary for this position is \$00.00 per hour.

Benefits include health insurance, dental insurance, vision plan, annual leave, sick leave, paid holidays, contributory retirement plan, group term life insurance, flexible spending accounts (health savings account/flexible spending account [HSA/FSA]), and long-term disability insurance.

Appendix C: Public Safety Telecommunicator Job Descriptions

Public Safety Telecommunicator job descriptions are provided on the following pages from the City of Prescott, Arizona; the City of Goodyear, Arizona; and the Department of Public Safety.

Telecommunications Operator

Class Title

Telecommunications Operator

Class Code

8608

Salary

\$47,853.75 - \$71,038.56 Annually

- DEFINITION
- BENEFITS

Job Description Summary

Answers 911, TDD, and administrative telephone lines and provides information requiring a broad knowledge of City/Police affairs. Retrieves and transmits data to/from officers. Inputs initial incident data into the Computer Aided Dispatching System. Operates as a communications trainer. Provides clerical and administrative support to police and fire departments.

Essential Functions

This information is intended to be descriptive of the key responsibilities of the position. The following functions do not identify all duties performed by the incumbent. Other duties and responsibilities will be performed as assigned.

- Assists citizens who call 911 for police, fire and medical emergencies, Telecommunication Device for the Deaf (TDD), and multiple administrative telephone lines by answering and screening all incoming calls, working under pressure and extreme time constraints to assess the emergency situation and act upon it, coordinating calls and relaying information and assistance requests to appropriate public safety agency. Maintains guardianship of keybox and is responsible for the checking in and out of various facility, vehicle and equipment keys.
- Retrieves and transmits data to/from officers by determining the nature and location of emergencies, prioritizing urgent situations, utilizing the Computer Aided Dispatch and ACJIS on (CAD), and maintaining contact with people involved. Updating the various call-out lists as needed. Maintaining and updating the computerized rolodex file with the most current information available.
- Inputs initial incident data into the Records Management System by entering, retrieving, and updating information from teletype and network relating to wanted persons, stolen property, vehicle registration, and other information.
- Operates as a communications trainer by instructing and monitoring new personnel, completing written training evaluations, updating training manual; and scheduling classes, certifications, and ride-a-longs.
- Performs various office duties with extreme accuracy by notarizing documents, creating and updating city geographic files, providing clerical and

administrative support, , and maintaining detailed written logs containing statistics and report information.

- Maintains Arizona Criminal Justice Information (ACJIS) files. Performs various ACJIS functions such as entering, clearing and/or canceling wanted persons, missing persons, articles, guns and vehicle files. Verifying entries, cancellations and clears. Monitors ACJIS notifications such as hit confirmations, amber alerts and ATL's) coming in from ACJIS printer. Maintains Terminal Operator Certification (TOC) in order to perform ACJIS functions. Performs criminal history checks for both hiring and criminal justice purposes.

Job Requirements

- **Formal Education/Knowledge:** Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.
- **Experience:** Minimum one year of experience in a related field.
- **Certifications and Other Requirements:** Typing requirement of 35 words per minute or 10,500 keystrokes per hour.
- **Reading:** Work requires the ability to read manuals, maps, and data sheets.
- **Math:** Work requires the ability to perform general math calculations such as addition, subtraction, multiplication, division, and general accounting.
- **Writing:** Work requires the ability to write reports, proposals, worksheets, and letters.
- **Managerial:** Job has no responsibility for the direction or supervision of others but may provide advice/direction to an employee with less experience/skill or tenure.
- **Policy/Decision Making:** Moderate - The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Projects and daily work are managed with little oversight, however special assignments and significant work products may be reviewed upon completion. Typical positions in this category are supervisory, highly technical, or lower level professional jobs.
- **Technical Skills:** Comprehensive Application - Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities.
- **Interpersonal/Human Relations Skills:** High - Interactions may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may also involve stressful, negative interactions requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

Health and Safety

Safety is everyone's responsibility. All employees are expected to work in a safe manner and report unsafe activities and conditions.

- **Primary Work Location:** Office Environment
- **Overall Strength Demands:** Light- Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly AND/OR walking or standing to a significant degree.
- **Machines, Tools, Equipment and Work Aids:** Telecommunications equipment for the deaf (TDD), dispatching equipment, 911/phone system, radio equipment, copy machine, Fax machine, general office supplies.
- **Computer Equipment and Software:** Positron 911/phone computers, Motorola Gold Elite radio consoles, NWS CAD & RMS, Microsoft windows/office, email, Internet, AZ Criminal Justice Information System, Law Enforcement Justice System, CARNAC, National Law Enforcement Telecommunications
- System, ALETS, National Crime Information Center System.
- **Protective Equipment Required:** N/A

Frequency Code Description

- **Never,** never occurs
- **Rarely,** less than 1 hour/week
- **Occasionally,** up to 1/3 of the time
- **Frequently,** from 1/3 to 2/3 of the time
- **Constantly,** 2/3 or more of the time

Expected Behaviors

Embrace our core values that reflect who we are and what we do.

- **Integrity** Be consistent by aligning actions with words. Be trustworthy by conducting oneself with the highest degree of honesty. Be transparent by doing the right thing even when no one is looking.
- **Empathy** – Be respectful by treating others with respect; respect the feelings, experiences, and perspectives of others. Be kind by showing consideration and taking care to support one another. Be aware by actively listening; seek to understand, then to be understood, and appreciating diversity and differences (think about true colors).

- **Optimism** – Be hopeful by focusing on positive outcomes and believing in possibility rather than idolizing problems. Be resilient by seeing failure as a path to success and learning from mistakes. Be positive by having a positive attitude and avoid complaining.
- **Innovation** – Be resourceful by exploring new ideas that add value or eliminate waste. Be progressive by thinking and looking ahead. Be curious by testing the value of the process and challenging the status quo.
- **Adaptability** – Be a champion by accepting and supporting changes. Be purposeful by taking ownership of your role in change. Be connected by connecting to the big picture.
- **Initiative** – Be a leader by taking opportunities to lead regardless of your role. Be proactive by taking action to address problems and opportunities without being asked. Just do it! Be a problem solver by removing obstacles so others can succeed; Troubleshoot instead of blame when mistakes happen.

EEO Statement

The City of Goodyear is an Equal Opportunity Employer. Any applicant requiring additional assistance, please contact the Human Resources Department for accommodations. Prior to appointment, selected candidate(s) must pass a motor vehicle record check, criminal history check, and, if necessary for the position, a physical evaluation and/or credit history check. The City of Goodyear supports a drug and alcohol-free workplace.

The Smoke-Free Arizona Act is to protect Arizonans from the harmful effects of second-hand smoke; therefore, the City of Goodyear prohibits smoking in all designated "no smoking" areas, including enclosed areas and areas within 20 feet of the entrances (except for patios). www.smokefreearizona.org (A.R.S. § 36-601.01)

PUBLIC SAFETY DISPATCHER

Regional Communications Department

JOB DESCRIPTION

POSITION SUMMARY:

Provides 911 response and dispatch services for City residents and for other contracting agencies.

DISTINGUISHING CHARACTERISTICS:

This position has no supervisory responsibilities. This position is expected to exercise sound judgment within guidelines in the disposition of daily activities.

ESSENTIAL DUTIES:

- Answers non-emergency and emergency (911) calls.
- Obtain, interpret, process and relay accurate information via department protocols utilizing Emergency Medical Dispatch (EMD) and Computer Aided Dispatch (CAD) systems for both Police and Fire disciplines.
- Calms, negotiates, and communicates with callers; provides lifesaving medical instructions.
- Dispatches officers to various emergency sites for various agencies following various protocols.
- Enters warrants, lost/stolen property, vehicle repo, and missing person's information into ACJIS NCIC database.
- Maintains and files records.
- Provides emergency instructions as needed.
- Tracks public work orders and property watches.
- Updates business names and addresses into CAD portion of system.
- Runs criminal histories, vehicle registrations, driver's licenses, and warrants as requested by Police Officers.
- Attends meetings and training sessions.
- Trains new dispatchers and call takers.
- Performs other duties as assigned.

QUALIFICATIONS:

Education and/or Experience:

Possess any equivalent combination of education, experience, and training which provides the knowledge and abilities necessary to perform the essential functions of the position.

Licensing, Certification, and Other Requirements:

Possess a valid Arizona driver's license; be at least 18 years of age; pass a pre-employment drug test, truth certification, and psychological test; pass a background check; complete all required training within first 12 months of hire; types at least 40 words per minute; hold (or obtain) CPR, EMD, and ACJIS certifications within required time frames; and recertifies and retests as required.

City of Prescott employees should seek to uphold the City's core beliefs throughout their day-to-day business and with every customer they come in contact with, both internal and external.

Our core beliefs are: *Act with Integrity, Work as a Team, Have Personal Commitment and Loyalty, Solve Problems, Take Pride In Excellent Results, High Level of Productivity and Being Nice.*

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of Regional Communications Center administrative and operational policies and procedures.
- Knowledge of applicable Department, partner agency, federal, state, and local laws and ordinances.
- Knowledge of R-911.
- Knowledge of principles and practices of the Arizona Criminal Justice Information System (ACJIS).
- Knowledge of applicable police and ambulance dispatch procedures and public safety agency rules, regulations, and methods of operation.
- Knowledge of the code and plain-talk systems used by law enforcement, fire, and emergency medical agencies.
- Knowledge of the operation of dispatch consoles, 911, two-way radio, TDD, computer, and records systems.
- Knowledge of the principles and practices of emergency dispatching, including emergency medical dispatching.
- Knowledge of the streets, highways, common-place names, and geography of the region.
- Skill in reading maps, using computer keyboards, typing, and maintaining electronic files and records.
- Skill in using the Arizona Criminal Justice Information System (ACJIS) (ACIC/NCIC).
- Skill in negotiating.
- Skill in communicating, both verbally and in writing, to both individuals and groups.
- Ability to remain calm during emergencies.
- Ability to simultaneously interact with several people from varying agencies.
- Ability to assess situations and act in accordance with the level of urgency.
- Ability to type 40-words per minute (wpm).

PHYSICAL DEMANDS AND WORKING CONDITIONS:

- Work is performed in a City dispatch center.
- Safely operates required Communications Center equipment as needed.
- Clearly, concisely, and effectively communicates both in person and over two-way radio as well as via computers and telephones.
- Work conditions are demanding with respect to emergency or challenging situations, with exposure to unusual fatigue factors, with irregular and unpredictable hours, and with noisy distractions from simultaneous events while working on multiple computer systems and monitors.
- Requires sitting for extended periods of time with limited or no breaks.
- Work is performed dealing with crisis situations that require making major decisions involving people, resources, and property.

The following physical abilities are required to perform the work asked of this position:

- **Hearing 1** – perceiving sounds at normal speaking levels, receive information.
- **Hearing 2** – receive detailed information, make discrimination in sound.
- **Manual Dexterity** – picking, pinching, typing, working with fingers rather than hand.

- **Mental Acuity** – ability to make rational decisions through sound logic, deductive reasoning.
- **Reaching** – extending hands or arms in any direction.
- **Repetitive Motion** – substantial movements of wrists, hands, fingers.
- **Speaking** – expressing ideas with spoken word, convey detailed, important instructions accurately, concisely.
- **Talking 1**- expressing ideas by spoken word.
- **Visual Acuity 1** - prepare, analyze data, transcribing, computer terminal, extensive reading.
- **Visual Acuity 2** - color, depth perception, field of vision.
- **Visual Acuity 3** - determine accuracy, neatness, observe facilities/structures.

When advised, reasonable accommodations will be made in order for an “otherwise qualified applicant” with a disability to participate in any phase of the selection process. The City of Prescott is an Equal Employment Opportunity employer.

Pay Grade: 109
Pay Range: 44212.85 - 66319.28
FLSA Status: Non-exempt
Safety Sensitive (Y/N):
Last Revision Date: 07/01/2022

Summary Statement

Under direct supervision during training period, and under limited supervision, thereafter, is responsible for simultaneously operating a multi-channel radio console and a multi-line telephone, while maintaining computer-aided dispatch systems and other computer systems. Responsible for receiving, coordinating and disseminating critical information from various sources and maintaining radio contact with mobile/field units to monitor response, progress and any needed support. This position works in the Communications Center which is responsible for answering 9-1-1 calls in a 24/7 operation. Performs other duties as required. This is a competitive classification.

Essential Functions (not intended to be all inclusive)

1. Answers, evaluates and prioritizes incoming telephone calls, communicating effectively with various callers to obtain complete information to determine urgency and need for dispatching police, fire, towing and/or medical response using a computer-aided dispatch (CAD) system, telephones, multi-channel radio, TDD (text telephone device for hearing/speech impaired), numerous computer databases and maps.
2. Simultaneously maintains close contact with field units, communicating with Department employees, other law enforcement and criminal justice agencies, emergency service providers and the general public to obtain and disseminate information.
3. Retrieves information from automated files to respond to queries from a variety of sources by typing correct password keys, information masks or special alpha number string formats on computer strings.
4. Inputs, updates, requests, transmits and queries information from a variety of sources to maintain current accurate records or to access databases for information, wants and warrant checks, intelligence, and/or driver license and vehicle registration checks by typing on a computer keyboard.
5. Reads/interprets maps for the public, field personnel and other law enforcement/criminal justice agencies in order to assist in locating certain geographical areas using an Arizona state map, U.S. atlas, city and county maps, and various computer mapping systems. Interprets telephone or radio call locations from maps by applying knowledge of state highway system and geography in order to provide appropriate and timely assistance.
6. Greets visitors in person in order to provide assistance or refer to appropriate staff members/section. Provides educational or public relations tours and presentations of the dispatch center to members of the public, citizen's academies, legislative personnel, other agencies, etc.
7. Provides back-up coverage for the Department operator and monitors entrance ways to allow access to visitors.

Knowledge, Skills, and Abilities Required

Knowledge of:

1. business English, spelling, grammar, and punctuation required to compose and proofread written documents (e.g. memoranda, letters, reports, studies, manual, training material, etc.) of moderate to complex difficulty on various subjects for various levels of leadership.

Skill in:

1. communicating clearly, concisely and effectively, both orally and in writing.
2. the operation of a multi-channel radio with multiple frequencies, distinguishing and recognizing a variety of radio voice transmissions.
3. the use of computer/keyboard devices to retrieve and/or enter information.
4. effective decision making/problem solving based on a limited amount of information in crisis or emergency situations.
5. the use of modern office equipment (e.g. various keyboards, multi-line telephone system, photo copiers, radio devices, FAX machines, shredders, etc.).
6. recognizing and monitoring communications equipment problems, and notifying appropriate personnel for repair.

Ability to:

1. type at 40 net words per minute.
2. operate computer-aided dispatch (CAD) equipment.
3. establish, develop, and maintain courteous and effective working relationships.
4. accept and apply constructive criticism and critiques.
5. maintain emotional control and work effectively during emergencies, crisis situations or extremely stressful conditions.
6. consistently speak in a clear, well-modulated voice.
7. memorize, retain, and accurately recall information and codes.
8. multi-task, organize, prioritize and adapt to constantly changing situations, and effectively take appropriate action.
9. read, understand and interpret moderately difficult to complex written information (e.g. policies, procedures, rules, regulations, statutes, etc.).

DPS Police Communications Dispatcher

10. understand verbal instructions in the use of specialized equipment.
11. work independently with minimal supervision, exercising good judgment in the safeguarding of confidential or sensitive information.
12. perform detailed work with a high degree of accuracy, at times during stressful situations.
13. accurately understand various transmissions, (e.g. telephone, radio, etc.) and transcribe information (e.g. numbers, letters, names and facts) from one source to another in a timely manner.
14. effectively interpret a variety of maps and dispatch information to field personnel.
15. accurately interpret and follow Department rules and guidelines, (e.g. General Orders, Director's Management Regulations, Law Enforcement Merit System Council Rules, section policies/procedures).
16. work within deadlines in order to complete assignments.
17. calculate mathematical problems involving addition, subtraction, multiplication and division of simple to moderate difficulty.
18. interact with visitors in person in a courteous, professional and effective manner.
19. develop, lead, and participate in team and work groups.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

24 hour/7 day emergency dispatcher center operation setting.

Work is performed in a confined area with limited mobility.

May be required to sit for extended periods of time with limited or no breaks.

ADDITIONAL REQUIREMENTS:

Must obtain ACJIS Terminal Operator Certification within six months of hire and maintain certification throughout the course of this assignment with the Department.

Holidays, weekends, irregular hours and shift work may be required with possible extension of shift hours, at times with short notice.