

KNOX COUNTY
E 9-1-1
PUBLIC SAFETY COMMUNICATIONS TECHNICIAN
JOB DESCRIPTION

The successful applicant should be prepared to work any shift, on any day (including weekends and holidays) in a fast paced and often stressful environment. Teamwork is essential. Certification in Emergency Medical Dispatch (EMD) will be required after employment.

GENERAL DUTIES

Knox County 9-1-1 Public Safety Communications Technicians provide the skilled operation of various radio equipment; telephone, 9-1-1 and Telephone Device System for the Deaf (TDD) equipment; teletype equipment; Law Enforcement Automated Data Systems (L.E.A.D.S.) equipment; video display equipment; computer terminal equipment; and alarm equipment as well as the performance of record keeping tasks needed or assigned to monitor the complex communications network of the Knox County 9-1-1 in matters both routine and critical, and assist jailers on an as needed basis. This is accomplished by performing the following and other essential functions.

ESSENTIAL JOB FUNCTIONS

1. The 9-1-1 Public Safety Communications Technician job involves, but is not limited to:
Taking 9-1-1 and non-emergency calls
Determining and dispatching appropriate response personnel (Emergency Medical Services (EMS), Fire, Law Enforcement)
Providing appropriate pre-arrival medical instruction
Managing response units
Receiving and transmitting messages via 2-way radio
Computer use (Query and Entry)
2. 9-1-1 Public Safety Communications Technician dispatch radio equipped law enforcement, fire and EMS vehicles to various locations in the City of Mount Vernon and Knox County.
3. 9-1-1 Public Safety Communications Technician log and record all law enforcement, fire, and EMS calls received and vehicles dispatched.
4. 9-1-1 Public Safety Communications Technician provides proper information on criminal activities, wanted persons, stolen vehicles, registrations, driver's license and other important information that may be needed by field officers or other authorized persons.
5. 9-1-1 Public Safety Communications Technician communicates with all law enforcement agency terminals in the United States and the National Crime Information Center other related law enforcement terminals via Law Enforcement Automated Data System computer (L.E.A.D.S.).

6. 9-1-1 Public Safety Communications Technician monitors business and residential premises burglar and fire alarm systems, closed circuit television security systems and other various type alarms associated with the law enforcement profession.
7. 9-1-1 Public Safety Communications Technician gathers information relating to motor vehicle traffic laws and the crime statutes for immediate relay to mobile units or other authorized persons.
8. 9-1-1 Public Safety Communications Technician provides emergency communications and act as a liaison between the City of Mount Vernon Municipal Department and Divisions in an emergency as well as all Knox County agencies.
9. 9-1-1 Public Safety Communications Technician prepare daily reports.
10. 9-1-1 Public Safety Communications Technician assists jailer, in accordance with established guidelines, on an as needed basis.
11. 9-1-1 Public Safety Communications Technician performs any other work as required or assigned.

QUALIFICATION STANDARDS

JUDGMENT: 9-1-1 Public Safety Communications Technician must apply knowledge, experience and reason to arrive at prompt and effective decisions for both routine and critical situations. They must be able to evaluate and select, often with limited information available, the best course of action. Clear thinking, poise, good judgment and self-control under pressure are essential personal traits.

OBSERVATION SKILLS: 9-1-1 Public Safety Communications Technician must have a keen power of observation and sense of perception. They must have an excellent memory to remember names, faces, and detail of incidents.

LEARNING: 9-1-1 Public Safety Communications Technician must be able to comprehend and retain old or new information, received orally or in writing. They must be able to evaluate and apply concrete information and abstract concepts. They must have long and short-term memory.

ORAL COMMUNICATIONS: 9-1-1 Public Safety Communications Technician must speak English in a clear, effective and authoritative manner, using good pronunciation, diction and grammar. They must be able to speak with and understand people of varying social, cultural and educational backgrounds. Public Communications Technician must be able to effectively understand and speak over the police radio while performing other tasks amid distractions.

WRITTEN COMMUNICATIONS: 9-1-1 Public Safety Communications Technician must be able to write clearly, concisely and accurately. They must be able to write or type using correct spelling, grammar, punctuation and legible penmanship. They must be able to read and

understand messages on computer screens and be able to operate a computer keyboard and type at the rate of 25 words per minute after deductions for errors.

INTERPERSONAL SKILLS: 9-1-1 Public Safety Communications Technician must be sensitive to the emotions, conditions and motivations of people from varying social, cultural and economic backgrounds.

TEAMWORK: 9-1-1 Public Safety Communications Technician must be able to establish and maintain effective working relationships with their co-workers and supervisors. They must be able to function in a structured organization with strict rules of conduct. 9-1-1 Public Safety Communications Technician must be able to cooperate in teams and also operate independently much of the time. They must be able to accept supervision, criticism and evaluation in positive and productive manner.

ASSERTIVENESS: 9-1-1 Public Safety Communications Technician must be able to assert themselves when appropriate to exert control over others. They must be able to gain and retain psychological ascendancy in verbal confrontations ore motional situations.

SELF CONTROL: 9-1-1 Public Safety Communications Technician must maintain composure and exercise restraint when confronted with angry, hostile, scornful, uncooperative, defiant or verbally abusive people and in other stressful situations. They must be able to maintain a professional attitude, demeanor and effectiveness at all times.

ADAPTABILITY: 9-1-1 Public Safety Communications Technician must be able to adapt to changes in working conditions, which may include changes in hours of duty, days off and new assignments.

INITIATIVE: 9-1-1 Public Safety Communications Technician must be willing and able to recognize the need for and to be able to take action without delay, orders and in some instances assistance. They must seek out and act on situations on their own initiative. They must be prepared to perform services which may often be unrecognized or unappreciated.

DEPENDABILITY: 9-1-1 Public Safety Communications Technician must be reliable, punctual, thorough, and accurate and prepared to accept responsibility.

INTEGRITY: 9-1-1 Public Safety Communications Technician must have a demonstrated history of honesty and a willingness to comply with laws, rules and directives. They may commit no act which would violate the law, the public's trust or ethics of the law enforcement profession.

PHYSICAL ABILITIES: 9-1-1 Public Safety Communications Technician must be able to maintain the strength, agility, speed and stamina to meet the critical and non-critical demand of the job. They must have the ability to sit in stationary position for long periods of time to read and review computer monitors and communicate verbally.

JOB BENEFITS

Includes two weeks paid vacation after one year of employment, Holiday pay, four personal days to use within a year and accumulated sick time.

REQUIRED KNOWLEDGE

Knox County 9-1-1 standards of conduct, rules, regulations, policies, procedures and directives.

Federal, state and municipal laws and ordinances, traffic criminal and civil.

Dispatching theories, methods and procedures.

Availability and use of support systems and resources.

Writing requirements, procedures and techniques.

Human behavior.

Court procedures.

Other knowledge related to the job on an as needed or specialized assignment basis will be required as well as all those listed above.