



Englewood

Human
Resources

P.O. Box 228 • Englewood, N.J. 07631 • (201) 871-6660 • Fax (201) 567-3678

PLEASE POST IMMEDIATELY

DATE: February 7, 2022

TO: All Interested Parties

FROM: Human Resources *PH*

SUBJECT: Available Positions – Public Safety Telecommunicator

The City of Englewood is seeking Public Safety Telecommunicators (Classified – Local 108, R.W.D.S.U., U.F.C.W., AFL-CIO)

This is a full-time, permanent, classified position that operates on a Pitman shift schedule. Benefits include but are not limited to:

- Paid vacation and sick days
- Health benefits (shared cost)
- Vision, dental and long term disability coverage (all voluntary)

The starting salary is \$36,039.00 annually.

Anyone who is interested in applying for this position should contact this office in writing by submitting his or her resume to hr@cityofenglewood.org

A complete job description is hereto attached.

cc: Fire Department
Police Department
Local 108

*This post is shall remain active until December 31, 2022.



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PUBLIC SAFETY TELECOMMUNICATOR

DEFINITION-

Under the immediate supervision of the Officer-in-Charge is responsible for operating telephonic, radio, and computer equipment in the receipt and transmission of a variety of calls requiring independent judgment and frequent decision-making in accordance with departmental policies and procedures.

EXAMPLES OF WORK-

- Receives requests for public safety assistance which may require police, fire or medical assistance; provides dispatching and related services for all field units
- Operates the base station radio and dispatches emergency personnel to assignments; relays messages by radio or telephone to and from emergency personnel, other service units of the City of Englewood and agencies outside of the City of Englewood
- Enters information and maintains the Enforsys Computer Aided Dispatch (CAD) which includes telephone service requests and other notifications for services; processes confidential materials/crime reports
- Monitors alarm systems and closed circuit TV screens, maintains the record systems of the department
- Types, files, inputs and retrieves data on computers; aides and directs visitors to appropriate locations
- Answers incoming lines from the public via emergency 9-1-1 and administrative telephone lines
- Dispatches available units to handle requests for service. Operates radio and CAD terminals to interact with and direct operation of field personnel. Simultaneously monitors and instantaneously maintains up to the moment computerized status screen of all police, fire and medical field personnel.
- Takes complete and accurate information and quickly disseminates information, both in typewritten and verbal form using proper grammar and spelling
- Makes legitimate and legal inquiries into computerized driver's license and motor vehicle information files as requested, following prescribed procedures and policies
- Inputs personal, vehicular and other data into NCIC, NLETS and NJLETS; queries NCIC, NLETS and NJLETS for wanted persons, vehicles and property
- Assists with training of new dispatchers. Reviews and checks the trainee's work to ensure conformance to established standards policies and policies. Keeps detailed daily records of trainee's progress
- Performs other duties as assigned

Public Safety Telecommunicator

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QUALIFICATIONS

Education

- Must have a High School Diploma or G.E.D. Equivalent
- A background in the police or fire service and their operations, procedures, rules and regulations, radio/dispatch operations is strongly preferred.
- *Certifications in 911 Officer/Basic Telecommunicator, Emergency Medical Dispatch and CPR (Cardiopulmonary Resuscitation) are required within one month of hire, with consideration of course availability.

**Candidates with certifications at time of application are preferred.*

Experience

*Knowledge and experience in radio operating requirements and techniques and/or experience in the operation of pagers, paging system and fire alarm systems is preferred.

**Applicants with prior experience preferred but training is available.*

Knowledge, Skills and Abilities

- Satisfactorily completion of an in-service training program using daily observation reports
- Ability to work overtime as required, voluntary and ordered
- Shift work including evenings, nights, weekends, and holidays to maintain 24-hour coverage of the emergency dispatch system
- Ability to speak clearly and distinctly using approved radio terminology
- Ability to react calmly during emergency situations in order to efficiently relay information to appropriate personnel
- Ability to extract pertinent data from conversations and documents
- Strong verbal and written communication skills
- Interpersonal/human relations skills
- Work is performed in a Police Communications Center environment
- Sit for extended periods of time
- Visual and muscular dexterity to operate communications equipment (computer-aided dispatch equipment, telephones and radios)
- Operate a variety of standard office equipment including a computer, telephone, calculator, scan, copy and fax machine requiring continuous and repetitive arm, hand, and eye movement

Public Safety Telecommunicator

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- The street system and geographical layout of the City of Englewood and surrounding service areas
- Basic medical terminology
- Microsoft Office products and other relevant technologies
- Listen, comprehend and communicate (verbally and written) clearly in English
- Work cooperatively with citizens, co-workers, and other City and agency employees
- Comprehend, make inferences and analyze verbal information or instructions over the phone; determine the right course of action under crisis or emergency situations
- Exercise good moral and ethical judgment
- Prioritize and triage multiple emergencies, often at the same time utilizing multi-tasking
- Obtain and act on information quickly and accurately in all situations
- Understand and follow verbal and written instructions
- Learn job-related material through oral instruction and observation and through structured lecture and reading to effectively perform job duties
- Understanding staffing deployment needs for various police, fire, and medical personnel and dispatch accordingly
- Learn police, fire department and EMS organization, dispatching policies, operating procedures and policies