

JOB DESCRIPTION

FIRE AND POLICE SIGNAL OPERATOR

General Statement of Duties

Receive a signal, message, phone call, radio transmission, or other communication from a person or device indicating the existence of an emergency or a situation threatening the safety, life, and property of persons. Receive and process police, fire, and EMS-related 911 calls. Receive and process non-emergency signals and calls. Dispatch police, fire, EMS and other emergency units and personnel as needed. Monitor and operate emergency signaling, radio, computer, telephone, alarm and other specialized equipment in support of public safety communications and dispatch functions. Perform other dispatch, signal monitoring, communications support, records processing, training, and special duties as assigned.

Essential Duties and Responsibilities

1. Maintain central control and coordination of two-way radio and paging communications for an FCC licensed base station consisting of multiple mobile and portable radio units and pager units.
2. Assume responsibility for monitoring all municipal public safety frequencies from neighboring communities and/or public safety agencies.
3. Coordinate, monitor and control local base station for State Police and Law Enforcement Inter-City radio network.
4. Coordinate, monitor and control local base station for Essex County Mutual Aid Fire Communications.
5. Utilize and operate the National Law Enforcement Agency Telecommunications Computer Processing System. Through the local terminal data are accessed, inquiries are made, information is placed on file with the network, and communications are received for dissemination.
6. Act as an informational resource person to the Police Department (s) for the transferring of general broadcasts received via monitor, inter-city radio, or telecommunications on missing persons, stolen motor vehicles, and miscellaneous criminal activity, etc.
7. Maintain communications between and among local and neighboring police, fire and ambulance services.

8. Monitor and receive medical aide, intrusion, fire and trouble alarms for individuals, Municipal Buildings, Elderly Housing, Businesses, Schools and other persons and entities, and dispatch correct municipal departments. Also, monitor a teletype service for the deaf being operated at this location for all of Essex County.
9. Act as a liaison between the local and neighboring municipalities and the Public Utility Companies for the reporting of emergency situations, needed repairs, and loss of services.
10. Operate the Fire and Police Departments' paging emergency alerting systems.
11. Monitor and maintain telephone communications for all incoming lines and in-house intercom systems. Receive both emergency and routine calls, determine the appropriate action to be taken and/or referral to be made, and give information requiring a familiarity with all aspects of the community.
12. Maintain periodic half-hour radio communication with Police between the hours of midnight and six a.m.
13. Receive authorized requests for towing of motor vehicles, determine "on call" wrecker service, and dispatch tow truck (s) to appropriate location.
14. Prepare and maintain up-to-date telephone listings, including confidential listings, for hospitals, veterinarians, medical personnel, court personnel, public transportation and utilities, local businesses, municipal officials and other persons and entities.
15. Record and log all radio transmissions and telephone calls. Such records must include the date, time and the nature of the call or radio communications as this data is often used in legal proceedings.
16. Prepare and maintain up-to-date street locations and residency listings for use by municipal police, fire, and medical emergency personnel.
17. Maintain security house check listing and communicate additions and deletions to the appropriate police departments.
18. Perform and record required tests of emergency telephone lines, radio base stations, paging systems, audible compressed air general public alerting devices, and other communications systems.

19. Coordinate the land-to-mobile communication of the municipality's Department of Public Works. Dispatch instructions to plows, sanders, backhoes, etc. for DPW Superintendents. Call out 'Storm' vehicles at request of the Police or Fire Departments.
20. Radio page and provide message forwarding for various municipal officials and public safety personnel, and medical emergency personnel.
21. Ensure that all emergency center operational procedures and policies and general regulations are followed and that all transmissions conform to FCC regulations.
22. Ensure the timely and accurate preparation and maintenance of a variety of logs and tapes, and coordinate radio communications and FCC license applications.
23. Ensure the timely testing of all equipment and communication services and obtain repairs as necessary.
24. Develop new operational procedures and protocols as new equipment is introduced to the municipal department (s) and provide and participate in on-going dispatcher training and development.
25. Responsible and accountable for all municipal alarm installation and monitoring systems.
26. Serve as Law Enforcement Agency Police System (LEAPS) representative.
27. Prepare necessary bills for communications services.
28. Regularly confer with police chiefs, fire chiefs, DPW directors in support of emergency center operations.
29. Maintains a variety of other records related to municipal departments' statistics, and prepare reports related to activities as requested by appropriate municipal authorities.
30. Performs other related duties as assigned.
31. Regularly perform any and all duties of a dispatcher and signal operator.
32. The forgoing statements are intended to describe the general nature and level of work being performed by people assigned to do this job; they are

not intended to be an exhaustive list of all responsibilities and duties that may be required by this position, in the reasoned determination of the municipal authorities.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Job Qualifications

1. Duties require knowledge equivalent to completion of two years of college and 5-7 years of progressively responsible experience in operations of an emergency dispatch center.
2. Thorough working knowledge of, and ability to proficiently operate, all radio, telephone, alarm, telecommunications, signaling and other equipment in the Emergency Center.
3. Ability to understand and carry out complex oral and written instructions.
4. Ability to rapidly and accurately assess emergency and non-emergency requests for assistance, make decisions in accordance with departmental policy, and apply these to work problems.
5. A working knowledge of law enforcement, fire protection, and related public safety terminology.
6. Temperamentally suited to the position; including being able to remain calm and take decisive action during emergencies, to remain alert exceedingly long periods of time, and to work harmoniously with other persons and the general public.
7. Familiarity with general police and fire department operations; i.e., the location of streets, important structures including schools, and other buildings with high life hazard, and congested and/or hazardous areas.
8. Familiarity with rules and regulations relating to equipment use, including those of the Federal Communications Commission and the Law Enforcement Agency Telecommunications Computer Processing System.

9. Ability to maintain written records, and to plan, organize, and prioritize work.
10. Ability to work with classified information and procedures and to maintain the confidentiality of such data.
11. Must have the ability to coordinate complex issues with various municipal officials and other department heads.
12. Must have the ability to perform effectively and efficiently when faced with a variety of emergency situations.
13. Ability to establish positive public relations with the municipality and the department is required, as is the ability to interact effectively with a wide variety of people.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of his job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk. The employee is frequently required to use hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is consistently high and frenetic.

Work is performed indoors not subject to temperature extremes.

Work is performed at a console/communications desk environment, subject to continuous telephone and radio calls, interruptions, and high noise level.

Close eye-hand coordination and finger dexterity are required to operate equipment. Continuous periods are required to be spent at the console/desk area.

Urgent, emergency calls, emotional callers, and short response deadlines produce recurring intervals of high stress.

Selection Guidelines

Formal application, rating of education and experience, typing test, dispatch performance test, oral interview and reference check; other job related tests may be required.

Disability Rights

External and internal applicants having a disability, as well as position incumbents who become disabled, as defined under the Americans with Disabilities Act and/or analogous state laws, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis. Wherever reasonably feasible, reasonable accommodations will be made to enable individuals with disabilities to perform the essential job functions.

This Job Description Not an Employment Agreement

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.