

# Blount County 911 Center

## PST -1

### **GENERAL DESCRIPTION/PURPOSE:**

The classification performs dispatching duties to include call taking, logging, and maintaining all activity from field units in the computer dispatch system, screening calls, determining priorities and dispatching the appropriate public safety agency. The classification works under 24/7/365 status, reporting to the Dispatch Supervisor.

### **ESSENTIAL FUNCTIONS:**

Essential functions are fundamental job duties. They do not include marginal task, which are also performed but are not incidental to the primary functions. The omission of specific statements of duties does not exclude from the position if the work is similar, related or a logical assignment to the position, nor does every position allocated to the job necessarily perform every duty listed. The essential functions identified for this classification are:

- Operates Positron Power Computerized 911 Phone System answering emergency and non-emergency lines.
- Collects information and prioritizes calls for police, fire and medical assistance quickly and calmly, following all policies and procedures.
- Conducts incident analysis and ensures the appropriate public safety/service agencies are notified via radio, phone and paging system.
- Operates a Computer Aided Dispatch system (CAD) keeping track of all related events and times for agencies dispatching for. Operates additional software systems to include a digitized mapping system and in-house data access program.
- Provides emergency medical dispatch pre-arrival instruction to callers with medical emergencies;
- Operates multi-channel two-way radio system in accordance with FCC regulations;
- Performs pre-operation procedures ensuring all equipment is working properly and conducting information exchange with previous shift in preparation for duty.
- Maintains communications with and provides follow up assistance and contact request for units upon arrival at incident locations.
- Receive, relay and document BOLO information in a timely manner.
- Retrieves and relays information requested by authorized personnel from NCIC/TCIC computer system.
- Enters stolen items into the NCIC system from appropriate agencies, insuring information is accurate and complete.
- Monitors Communications Center property, security gate, and security doors to ensure the safety of building and employees.
- Monitors NCIC/TIES Systems and fax machine for incoming messages.
- Communicates effectively and in a professional manner with the public and all serviced public safety agencies.

- Provides assistance to co-workers as needed.
- Provides general instructions and assistance to new employees.
- Performs extensive decision making utilizing judgment and problem solving skills.
- Maintain confidentiality of information obtained inside the center.
- Provides general clerical support such as making copies, typing filing and follow up investigative research.
- Participates in required training sessions.
- Performs related work as assigned.
- Adheres to all policies and procedures with the dispatch function.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of and ability to apply General Orders, Rules and Regulations and Call Guides.
- Knowledge of and ability to apply Training Procedures.
- Knowledge of and ability to apply NCIC/TCIC rules and regulations.
- Knowledge of and ability to apply FCC rules and regulations pertaining to two-way radios.
- Knowledge of and ability to type and operate related computer systems and software applications.
- Ability to communicate effectively, orally, electronically and in writing.
- Knowledge of written and spoken terminology used in public safety emergency services.
- Geographic knowledge of Blount County.
- General knowledge of local laws and ordinances.
- Ability to understand and follow oral and written instructions.
- Ability to hear telephone and radio transmissions through a headset.
- Ability to hear alarms and other auditory warning devices.
- Ability to establish and maintain effective working relationships.
- Ability to do multiple tasks quickly and efficiently.
- Ability to maintain composure in stressful situations.
- Ability to work any and all shifts, weekends, holidays, rotating shifts and overtime to meet the needs of the center.

### **QUALIFICATIONS:**

- Be at least 18 years of age.
- Be a citizen of United States.
- Be high school graduate or possess equivalent.
- Have passed a post offer physical and psychological examination.
- Have fingerprints on file with the Tennessee Bureau of Investigation.
- Not have been convicted of or pleaded guilty to or entered plea of nolo contendere to any felony charge or to any violation of any federal or state laws or city ordinances relating to force, violence, theft dishonesty, gambling, liquor, or controlled substances, and have not been released or discharged under any other than honorable discharge from any of the armed forces of the United States.
- Must acquire and maintain CPR Certification.
- Must acquire and maintain NCIC/TCIC Basic Certification.

- Must acquire and maintain APCO PST-I Certification.
- Must acquire and maintain APCO EMD Certification.
- Must acquire and maintain APCO Fire Service Certification

### **EQUIPMENT:**

The employee uses and operates a variety of office and computer equipment and related software, including specialized equipment and software used in the performance of job responsibilities.

### **CERTIFICATIONS/LICENSES/REGISTRATIONS REQUIRED:**

The employee must possess and maintain certifications in CPR, First Aid, NCIC/TCIC,APCO,PST-I, APCO EMD and APCO FSC.

### **EDUCATIONAL REQUIREMENTS:**

The minimum level of educations required to perform this job is a High School Diploma or equivalent.

### **EXPERIENCE:**

No related experience is required prior to starting this job.

### **JOB REQUIREMENTS:**

**Problem –Solving Skills Required:** The employee solves a variety of problems in situations where only limited standardization exists.

**Writing Skills Required:** The employee writes standard documentation using established formats, or document work performed, actions taken or results by writing one or two brief sentences.

**Speaking/Presentation Skills Required:** The employee interviews or discusses detailed information, frequently involving customer/citizen problems or complaints.

**Job Related Communication:** The employee has daily contact with other Center employees, employees in other departments, employee in other organizations and the public.

**Planning and Scheduling:** Planning and scheduling is very limited with little opportunity to plan or schedule the employee's own activities.

**Difficulty of Work:** Work involves moderately complex, relatively standardized tasks, processes and operations following established laws and procedures.

**Assignment of Work:** Work is assigned by supervisor who provides general direction in following established practices and clear-cut policies.

**Effects of Work Errors:** Errors in work may cause delays in work or losses in expenditures for material and/or equipment or unjustified work time, even loss of life.

## **SUPERVISORY OR MANAGEMETN RESPONSIBILITIES:**

The employee does not supervise other employees.

## **WORKING CONDITIONS:**

### **Physical Effort/Risk:**

**Work Position:** On an average, the employee spends 10% of their time standing, 10% of their time walking and 70% sitting.

### **Body Movements:**

- Lifting: 0-20 lbs.
- Lifting Frequency: Some
- Bending: Some
- Pushing and/or pulling loads: None
- Reaching over head: Some
- Kneeling: Some
- Crawling: None
- Climbing ladders: None

### **Mental/Visual Effort:**

- Typing/CTR: Very Frequent
- Attention to detail: Very Frequent
- Monitoring equipment: Very Frequent
- Detailed inspection: Very Frequent
- Transcription/Proofreading: Very Frequent

### **Environmental Conditions:**

- Exposure to temperature extremes: None
- Dangerous equipments: None
- Chemicals: None
- Noise: Some
- Noxious odors/fumes: None

## **SELECTION GUIDELINES:**

Formal application, rating of education experience; oral interview and reference check; job related test might be required. The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job

change.

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*THE ORGANIZATION DOES NOT DISCRIMINATE AGAINST QUALIFIED INDIVIDUALS WITH A DISABILITY IN REGARD TO THE APPLICATION PROCESS, IN HIRING, ADVANCEMENT, OR OTHER TERMS. CONDITIONS AND PRIVILEGES OF EMPLOYMENT.*

PST-I Job Description

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