

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 4169 **TITLE:** PUBLIC SAFETY COMMUNICATOR I **GRADE:** P-15

DEFINITION:

Under general supervision, serves in the Department of Public Safety Communications (DPSC) on an assigned 12.5-hour shift, serving as 911 call-taker triaging emergency or non-emergency telephone calls; provides emergency pre-arrival instructions for law enforcement, fire & rescue, and emergency medical service requests; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

All Public Safety Communicator (PSC) positions are established at the PSC III level. Incumbents proficient in call-taking serve in an underfill capacity as PSC I until successful completion of a prescribed training program and certification in an additional specialty, at which time they are noncompetitively promoted to PSC II. Incumbents proficient in call taking and one other specialty serve in an underfill capacity as PSC II until successful completion of a prescribed training program and certification in a second specialty. Incumbents classified as PSC III must be proficient in call taking and two of three additional public safety communications specialties (i. e., police dispatching, fire & rescue/emergency medical service (EMS) dispatching, or VCIN/NCIC [teletype] operations).

ILLUSTRATIVE DUTIES:

Serves as primary point of contact for reporting all 9-1-1 emergencies in Fairfax County; Represents the County and Department in a professional manner and with a high level of customer service;

Provides information or directions to callers, police, fire & rescue/EMS and other public safety agencies, adhering to DPSC, Police, Fire & Rescue department policies and procedures governing the dissemination of information;

Operates a sophisticated work station comprised of multiple computer systems including Automatic Call Distribution (ACD) 9-1-1 emergency and non-emergency telephone system, geographical mapping tools (GIS and aerial photography), Computer Aided Dispatch (CAD), and other repositories of critical information, etc. to answer, triage and process incoming emergency and non-emergency calls for service from the general public or other public safety agencies for the protection of life and property;

During a life-threatening emergency, establishes communications with the caller, provide safety/life-saving instructions, and maintains control of the conversation until units arrive on the scene;

Interacts with callers who may be injured, distressed, distraught and/or emotional, and also public safety field personnel on the telephone and radio to accurately communicate information and instructions in all situations;

Gathers, classifies, and supplements pertinent information obtained from the caller and enters it into the CAD system, consistent with appropriate protocols;

Establishes communications with hearing impaired callers through the TTY application of the telephone system;

Facilitates language interpretation between non-English speaking callers and interpreters to provide assistance needed;

Provides all services in a “manual mode” (i.e., non-computerized environment) when primary

CAD system is not available;

During computer down time, operates the back-up telephone system (BUTS) and TTY device, uses the street directory, telephone lists, and complaint cards, etc. to generate the appropriate public safety response;

Performs job duties at the alternate 9-1-1 center if activated or during tests/drills.

KNOWLEDGE, SKILLS AND ABILITIES:

By the end of the probationary period, thorough knowledge of the policies, procedures, process, laws, ordinances, and regulations affecting public safety call-taking, and the ability to apply them appropriately;

By the end of the probationary period, skill in operating all equipment, systems, and consoles to receive, record, and monitor data about emergency/non-emergency calls;

Ability to listen and obtain essential information by telephone;

Ability to listen and respond effectively to abusive and excited callers without deterioration of quality of service;

Ability to quickly assess the scope and magnitude of an emergency;

Ability to demonstrate understanding, compassion, and empathy;

Ability to act quickly and decisively;

Ability to work calmly and effectively under stress;

Ability to exercise tact and sound judgment;

Ability to speak clearly and concisely in English;

Ability to maintain control and manage calls while conveying confidence;

Ability to exercise tact, judgment, confidence, and authority;

Ability to establish and maintain good working relationships with co-workers and others.

EMPLOYMENT STANDARDS:

Any combination of education, experience and training equivalent to:

High school graduation or possession of a G.E.D. issued by a state department of education;

Within a specified time period, satisfactory completion of a prescribed training program.

CERTIFICATES AND LICENSES REQUIRED:

Within a specified time period, trainees must attain and maintain the following certifications:

Basic Dispatcher certification;

Certification in cardiopulmonary resuscitation (CPR);

Certification in Automated External Defibrillation (AED);

Certification in Emergency Medical Dispatch (EMD);

Certification as a Virginia Criminal Information Network (VCIN) Operator Level C.

NECESSARY SPECIAL REQUIREMENTS:

Must be a United States citizen;

Must be 18 years of age at time of hire;

Must successfully complete a criminal background investigation, polygraph examination prior to employment;

Must be able to perform essential job functions (reasonable accommodation may be made on a case-by-case-basis);

Must have never committed, been involved in, or been convicted of, a felony or serious misdemeanor;
Must be of good character and reputation.

REVISED:	April 5, 2013
REVISED:	March 1, 2013
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APPROVED:	October 21, 1985