Job Description

Job Title:	Public Safety Communications Operator III	Classification:	Classified
Department:	Police	Grade:	N11
Occupational Group:	Emergency Communications	FLSA:	Non-Exempt
Status:	Full-Time	Supervisory:	No

Primary Purpose

This critical role serves as the vital communications link between the public needing help and emergency and non-emergency services response. As members of the public safety ecosystem, Public Safety (PSC) Communications Operator III's are typically the first point of contact when a person reaches out for help. This entails a candidate to be able to work independently in a both a high and low stress environment while receiving and evaluating incoming emergency and non-emergency requests for services, including law enforcement; triaging those requests for service; providing guidance and assistance to the public in life threatening and non-life-threatening safety situations; and coordinating appropriate responses to low-stress operations, with the objective of providing routine services. A Public Safety Communications Operator III serves as a trainer for the Emergency Communications Center providing in-house training to all dispatch personnel.

Under direct supervision Public Safety Communications Supervisor, answers emergency and non-emergency call requests from citizens or agencies, operates two-way radios to answer questions, dispatches appropriate law enforcement, fire, and/or emergency medical staff; researches and verifies information for public safety staff. Researches, enters, and disseminates information from multiple databases adopted by the Joplin Emergency Communications Center to appropriate emergency and non-emergency personnel.

Essential Job Functions

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Answers emergency and non-emergency phone calls; evaluates the call to determine the response needed; dispatches appropriate law enforcement/fire/emergency calls for service; records information required to document time and nature of the call and action taken.
2. Conducts computer search through local, State and national databases; provides information to the requesting officers or other public safety staff.
3. Operates teletype or FAX machine to send/request information needed by a variety of law enforcement agencies/organization staff.
4. Operates two-way radios to provide information to requesting Fire Department staff or law enforcement officers and agencies to inform officers and other staff of the nature and location of calls; operates a computer terminal to enter/request law enforcement information and data; log calls to provide a record of daily activities.
5. Answers routine and emergency phone calls on regular and 9-1-1 phone lines to respond to questions requiring general information about the Police and/or Fire Departments and the City of Joplin.

6. Enters service calls into the Computer Aided Dispatch (CAD) system, Emergency Medical Dispatch (EMD) system, RapidSOS, Records Management System (RMS), InCode, Missouri Uniform Law Enforcement System (MULES), 3SI Security System, PageGate, Prepared, and other computer systems as adopted.
7. Contributes effectively to the Police Department, communicates effectively with co-workers, both within and outside the department. Maintains satisfactory attendance to ensure duties are performed without negatively impacting co-workers or delivery of service to the public.
8. Serves as a Communications Training Officer (CTO) for the Emergency Communications Center (ECC), training newly hired PSC Operators in the various programs and functions used in the ECC. They may also teach the basic 40-hour course required for all PSC Operators in Missouri.

Other Duties

- Attends and participates effectively in departmental staff meetings.
- Maintains the confidentiality of files, records, reports as required by law, City policy, and procedures.
- Assist at recruiting events
- Opportunity to be certified as a Tactical Public Safety Communications Operator
- Eligible to apply for Public Safety Communications Supervisor
- Performs other duties as assigned

Minimum Qualifications

Knowledge of: Data entry procedures; Computer Aided Dispatch methods; emergency and non-emergency dispatch policies and practices; NCIC computer operation/use policies and procedures; names and locations of streets in the City of Joplin; general Police and Fire Department operations; Microsoft Office Suite.

Skill in: Communicating clearly, both verbally and in writing; establishing and maintaining effective working relationships with Federal, State, and local law enforcement officers, Fire Department and emergency response staff, and the public; communicating using standard telephone and two-way radio equipment; evaluating emergency and non-emergency calls and determining the appropriate response; remaining calm and calming others in emergency and non-emergency situations so that necessary information related to the call for service can be obtained and relayed; operating a variety of office equipment, including a copier/FAX or teletype machine and computer terminal; data entry; Microsoft Office Suite.

Education: High school diploma or GED equivalent required.

Experience: Completion of the Public Safety Communications Operator II program, or equivalent experience in another Emergency Communications Center. Required successful completion of the APCO Public Safety Telecommunicator 1 (PST1) course and successful completion of the APCO Communications Training Officer (CTO) course prior to promotion.

Licenses and Certifications: A valid state issued driver's license is required. Must be currently certified for Missouri Uniform License Examination System (MULES), Emergency Medical Dispatch (EMD) and CPR and First Aid prior to application.

Physical Demands Requirements and Working Conditions

Work is performed in an emergency communications center. The work level can fluctuate from minimal to fast-paced and high volume. A PSC Operator III deals with crisis situations that require them to quickly make major decisions involving people, resources, and property with frequently limited direction. A PST Operator III may be asked to work scheduled shifts at any time of the day and on holidays. A PST Operator III must be able to cope in a safe manner with stressful situations, emotional callers, irate responders, and unprofessional contacts.

This work is sedentary and requires little to no exertion of force, although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in-person and over the telephone; meet the NENA-STA-007.3-2020 standard for hearing for Public Safety Telecommunicators. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

A PSC Operator III works in an environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. They may interact with emotional or irate members of the public or their representatives while enforcing departmental policies and procedures. Under unusual circumstances, a PST Operator III may be required to perform duties at or near the scene of any emergency.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin. Public Safety Communication testing is a requirement for this position. Must be able to work 12-hour shifts, including weekends and holidays.

Revision Date:	Type of Change: Create position
Revision details: Create Operator III Position.	