



## JOB DESCRIPTION

Bedford County  
Bedford, PA

### **Job Title: Telecommunicator**

Reports to: 911 Coordinator

**Status:** Full-time

**Pay Scale/Grade/Salary:** Approved by salary board

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### **GENERAL STATEMENT OF DUTIES:**

Individuals will have completed the required training program, which is no less than six months.

### **DISTINGUISHING FEATURES OF POSITION:**

All Telecommunicators must meet requirements for the position set forth by PEMA and standards of this department.

### **EXAMPLES OF WORK: (Illustrative Only)**

- Answer emergency 911 and seven digit phone, and radio calls.
- Dispatching the appropriate fire, police, and/or EMS service, utilizing the “standard of care”, and SOP of this department. Therefore having general knowledge of Bedford County’s topographical area, and emergency response zones;
- All Telecommunicators will learn the communications system, including how to properly operate the radios and follow regulations enforced by the FCC;
- All Telecommunicators must become CAD familiar and understand the importance of completing comments, whether by phone or radio, placing the comments in the correct incident.
- Learning to properly handle calls, and/or maintaining contact and records, and familiarizing themselves with the following agencies:
  - Children and Youth Services
  - Humane Society
  - Abuse Centers
  - Dog Law Enforcement
  - Probation Offices
  - District Judge Offices
  - Coroner
  - MH/MR Services
  - Department of Forestry
  - Fish Commission
  - Game Commission
  - PEMA, and related messages
  - NWS, and weather related messages
  - PIERS Reporting
  - Usage of IFLOWS and rain gauge computer
  - SEVEN Radio Systems
  - Municipality’s Local Coordinators
  - State wide 800 mgz radio
- Will include shift work, including weekends and holidays. May be requested for overtime due to disasters, storms, etc. requiring additional help; and

- Will complete all requirements set by PEMA to include but not limited to:
  - 40 hour APCO Class
  - 16 hour Emergency Medical class which includes 24 units of continuing education every 2 years to maintain certification
  - HazMat R&I
  - CLEAN certification, and re-certification every two years
  - TDD/TTY operations
  - CPR
  - Testing every two years to maintain certification
  - Certification most recently to include NIMS and NIMS 700.

**REQUIRED KNOWLEDGES, SKILLS AND ABILITIES:**

Knowledge of the specialized terminology of the department; typing and computer familiarity. Ability to handle high stress position.

**ACCEPTABLE TRAINING AND EXPERIENCE:**

Completion of a standard high school course; and experience and training which provides the required knowledge, skills and abilities.

**SPECIAL NEEDS:**

Must have a valid driver’s license and be able to travel if required to attend meetings and seminars.

This job description does not imply that these are the only duties to be performed. Employees occupying this position will be required to follow any other-related instructions and to perform any other job related duties requested by the Board of Commissioners. Furthermore, this does not establish a contract for employment and is subject to change at the discretion of the employer.

*\*The physical demands and work environment 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.*

**By signing this I acknowledge that I can perform all of the essential functions and duties described in this job description.**

Received by: Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Print name: \_\_\_\_\_