

COUNTY ADMINISTRATOR

James Gagliano, Jr.

jgagliano@co.lawrence.pa.us
724-656-2175

COUNTY SOLICITOR

Thomas W. Leslie, Esquire

tleslie@co.lawrence.pa.us
724-656-2150



COUNTY COMMISSIONERS

STEVE CRAIG, Chairman
Richard L. DeBlasio
Daniel J. Vogler

commissioners@co.lawrence.pa.us
Office: 724-656-2120
Fax: 724-652-9646

-Department of-

PUBLIC SAFETY

110 E Lincoln Ave Floor #2B
New Castle, Pennsylvania 16101
724-658-7485 724-658-5760 (fax)
EMERGENCY DIAL 9-1-1

Brian R. Melcer, Director
724-656-4927 x3701

Jeffrey R. Parish, Deputy Director
724-656-4927 x3702

Pre Application Checklist



Review Position Description, Job Facts Sheet and Self Assessment Questionnaire to determine interest and compatibility to position.



Return Employment Application and Resume (if not completed already) and Criminal History/Background Authorization within 48 hours to:

Lawrence County Dept of Public Safety
110 E Lincoln Ave Flr #2B
New Castle, PA 16101



Contact Debbie Henson at (724) 656-4927 x3706, to indicate what testing slot you can attend.



Arrive at test site on scheduled date/time to take test with non refundable \$35 testing fee (cash or money order only)

A successful 9-1-1 Telecommunicator must be able to follow explicit instructions under stressful situations! Likewise, failure to comply with any of the above instructions will disqualify the applicant from testing and the subsequent selection process.

Lawrence County Department of Public Safety

Employee Handbook

Position Description #	:	PD-005
Operating Procedures	:	Position Descriptions
Subject	:	Public Safety Telecommunicator
Effective	:	18 January 1995 (LEOC)
Revised	:	1 May 2008

Major Duties of the Public Safety Telecommunicator

- The Public Safety Telecommunicator works as a telecommunicator at a county-wide E-9-1-1 center (Public Safety Answering Point). Applicant is responsible for:
 - providing efficient and professional public safety communications to the general public and emergency responders (fire department, law enforcement, emergency medical services and emergency management) through radio, telephone and interpersonal actions.
 - seeking information and relaying information to emergency response units to ensure a safe, adequate and efficient response.
 - providing callers (both public and professional) adequate pre-arrival instructions as per standard operating procedures outlined to the Telecommunicator upon employment and as subscribed by the Medical Priority Emergency Medical Dispatch program.
 - dispatching emergency response units via telephone and radio.
 - projecting a professional demeanor of courtesy, concern and confidence.

Factors in Employment

These factors are considered to be qualifications to maintain employment upon successful completion of a mandatory probationary period.

Knowledge Required by Position

- Professional knowledge regarding the operations and techniques of the various areas of public safety/emergency responders and a capability of learning others.
- Various training programs are required by company policy or government regulations. Other training will include the Advanced Medical Priority Emergency Medical Telecommunicator training program, certification as a Public Safety Telecommunicator with the Pennsylvania Emergency Management Agency , which follows a locally developed curriculum approved by the Director of Public

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Safety and the Commonwealth, and certification by the Pennsylvania State Police CLEAN section

Supervision and Direction

- Work is assigned through the general necessity for adequate communications between the public and emergency responders and administrators.
- Direction is provided through the Director of Communications and experienced personnel using verbal and written directions.
- Supervision is available at all times through standard operating procedures, veteran personnel and the availability at all times of the Director or his/her subordinates.
- The Public Safety Telecommunicator has input as to operational practices, changes in procedure and formulation of new procedures.

Standard Operating Procedures

- Guidelines include policies, standard operating procedures, training, protocols and supervisory and governmental orders.
- As the Public Safety Telecommunicator reaches an adequate performance level, more discretion is permitted in necessary deviation from standard operating procedures in times of emergency.

Professional Contacts

- The Public Safety Telecommunicator will deal with the following, but not limited to:
 - agency management and governmental management agencies
 - fellow Public Safety Telecommunicators from this agency and other agencies
 - the general public who places calls for assistance
 - emergency service responders who answer those calls for assistance including law enforcement, volunteer and private E.M.S., and volunteer and paid fire service organizations.

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- media personnel who request information as to the operations of the center.

- The Public Safety Telecommunicator will exchange information with the above listed parties in a professional and efficient manner.

Physical Demands

- Work is generally sedentary, requiring the Public Safety Telecommunicator to remain seated for long periods of time. Under unusual circumstances, the Public Safety Telecommunicator may be required to perform duties at or near the scene of an emergency.
- The Public Safety Telecommunicator may be asked to work scheduled shifts at any time of the day, and on holidays.
- The Public Safety Telecommunicator must be able to read and write, hear, speak, type at acceptable levels (30 wpm for typing).
- The Public Safety Telecommunicator should have a general knowledge of various electrical, electronic, computerized and telecommunications equipment.
- The Public Safety Telecommunicator must be able to cope in a safe manner with stressful situations, emotional callers, irate responders and unprofessional contacts.

Lifestyle

- The Public Safety Telecommunicator is to project a professional demeanor both on the job and off the job. The Public Safety Telecommunicator is an element of a public safety system that is maintained in a professional manner and is expected to act under these same guidelines.
- The Public Safety Telecommunicator is bound to a pact of confidentiality concerning matters of public safety when dealing with the general public and other emergency service providers not directly involved with the matter at hand.
- Arrest, conviction, conduct unbecoming of a member of a public safety team may adversely affect continued employment.

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Employment Classifications

- FULL TIME** - 36-48 hrs/week with benefits as outlined in benefits section. Will be required to work weekends
- PART TIME** - Fill in position gaps left by full time employees' rotation. Scheduled work, may be required to work weekends and/or holidays

Job Facts Sheet

PUBLIC SAFETY TELECOMMUNICATOR POSITION
2012 STARTING WAGE - \$12.08/HR 2012 FULL WAGE - \$16.10/HR

A. BASIC INFORMATION

1) GENERAL STATEMENT OF ESSENTIAL JOB TASKS

The public safety telecommunicator's primary responsibility is to provide emergency and non-emergency communications response to individuals and entities requesting police, fire or emergency medical services. Through professional information gathering, the incumbent determines the nature of the call, whether a response is necessary and what type of assistance or information is needed. For calls requiring police/fire/EMS response, the incumbent dispatches the appropriate agency to the scene, maintaining proper logs and paperwork (computer and/or manual) of all units dispatched. The incumbent is additionally responsible for retrieving and accurately relaying to requesting field units, information contained in the local, state and national computer systems, and for entering and maintaining law enforcement data in the appropriate computer system(s).

2) SCHEDULING

The communications center is staffed 24 hours a day, 365 days a year. Full Time employees work 12-hour fixed shifts. Regular shift hours are 7:00 am to 7:00 pm, 7:00 pm to 7:00 am, and 11:00 am to 11:00 pm. Part time employees work fill in on the shifts listed above, or portions of those shifts as determined by call volume. Because the communications center must be staffed at all times, mandatory overtime may be assigned.

The telecommunicator must not be late to work, since each position must be covered at all times. An employee who is late causes the outgoing person to work overtime to cover the position. Lates are subject to discipline.

Because the communications center must be staffed 365 days a year, the telecommunicator will be required to work a high percentage of weekends and/or holidays.

3) SUPERVISION

The telecommunicator is under the direct supervision of a communications supervisor. The telecommunicator must conduct duties in accordance with established policies, procedures, rules and regulations. The telecommunicator is also expected to exercise reasonable judgment and discretion on occasion in view of the special and unusual circumstances that can be present in this work.

4) TRAINING

Newly hired telecommunicators must successfully complete a comprehensive in-house training program composed of classroom training and on-the-job training. Newly hired telecommunicators are on probation for 3 months after completion of the training process. Comprehensive monitoring of on-the-job performance will be done during and after the probationary period. Failure to perform up to established performance standards during or after the probationary period, tardiness, unexplained absence, or other policy or rule violations will be grounds for progressive disciplinary action, including discharge.

B. QUALIFICATIONS FOR APPOINTMENT

Candidates **meeting the minimum qualifications** for the position will be required to participate in a pre-employment hiring process designed to determine their compatibility with the essential and prerequisite skills and abilities required for successful performance in this position.

The pre-employment hiring process consists of:

- 1) Position compatibility testing
 - 2) Reference check and criminal history/background check
 - 3) Pre-employment job interview and Keyboarding, if satisfactory results from first 2 steps
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Qualifications for Appointment, continued

1) MINIMUM QUALIFICATIONS:

(Required to be eligible to participate in the hiring process)

EDUCATION:

High school diploma or general education degree (GED).

SPECIAL REQUIREMENTS:

Must have the ability and willingness to work all shifts of a 24-hour per day period and be available for emergency call-in overtime.

Must have the ability to type at least 30 wpm on a computer keyboard.

2) ESSENTIAL and PREREQUISITE SKILLS and ABILITIES:

(Required to be eligible for appointment to the position)

Oral and Written Communications

Must have the ability to:

Understand the English language.

Orally communicate events and information in English professionally and precisely.

Read and understand written communications.

Report events and information in writing legibly and accurately using proper English grammar and structure.

Interpersonal Relationship Abilities/Personal Maturity

Must have the ability to:

Perform multiple tasks simultaneously (Do several things at one time and remain focused under stress).

Appropriately handle stressful situations and maintain appropriate and constructive behavior and attitude in response to difficult or adverse situations.

Handle objectionable contacts with tact and diplomacy.

Detach from callers' emotions, yet project an image of empathy.

Accept criticism and/or discipline and responsibility for actions.

Demonstrate good team worker abilities.

Respect private, confidential information.

Maintain dependable work habits.

Judgment

Must have the ability to:

Learn and apply the operational functions, policies and procedures of the position.

Remember numerous details and accurately recall information.

Act in an objective, decisive manner, using good judgment.

Effectively prioritize situations and information and make appropriate decisions based on information received.

Physical Abilities

Must have the ability to:

Hear and understand sound sources coming through a communications headset or a radio or a telephone receiver; as well as the ability to hear and understand other outside sound sources not coming through the headset or receiver (*i.e., ability to hear through both ears*).

Speak English with sufficient clarity to be understood by others on the telephone, the radio or in person.

Read and discern visual images on a variety of media (*i.e., ability to "see" various written materials and various equipment displays/screens*), including the ability to distinguish between colors on a color-coded computer screen.

Write English legibly.

Record names and numbers accurately (*i.e., not transpose numbers and/or letters*).

Self-Screening Questionnaire

PUBLIC SAFETY TELECOMMUNICATOR POSITION

The following requirements need to be understood by all candidates for this position. Please carefully consider your answer to each question. The Self-Screening Questionnaire is for ***your*** use in determining whether you are making the correct decision in applying for the job of Public Safety Telecommunicator at the Lawrence County E9-1-1 Emergency Communications Center. **You do not need to return the completed Questionnaire with your application.**

1. Are you willing and able to work a large percentage of weekends and holidays?
 Yes No
2. Are you willing and able to work any shift assigned? (i.e., day, evening or graveyard)?
 Yes No
3. Are you willing to accept last minute changes in your work schedule that might require you to cancel personal plans?
 Yes No
4. Are you willing and able to work emergency call-in or mandatory stay over overtime?
 Yes No
5. Are you willing to be subjected to occasional abusive and profane language over the phone?
 Yes No
6. Are you willing to take directions and corrections from a supervisor in front of your peers?
 Yes No
7. There may be times when you are required to forego breaks due to understaffing or shift activity. Are you willing to give up breaks, when necessary?
 Yes No
8. Are you willing and able to remain at the same workstation (seated or standing) for extended periods at a time?
 Yes No
9. Are you willing to read and study several hundred pages of manuals, complete assignments and take written tests during your training period?
 Yes No
10. Are you able to understand and accept that when you process a call incorrectly it could contribute to someone's property being lost or damaged, or someone being seriously injured or dying?
 Yes No
11. Are you willing to accept close supervision and daily critique of your work performance during the on-the-job training period?
 Yes No

12. Are you willing and able to deal calmly and respectfully with angry people when the problem is not your fault?
 Yes No
13. Are you willing and able to handle workloads that may change dramatically during the course of the shift (e.g., periods of high activity, followed by periods of low activity)?
 Yes No
14. If you smoke, are you willing to go without a cigarette for an entire shift if necessary, or smoke only during scheduled breaks or lunch periods?
 Yes No
15. Are you willing to work under constant electronic surveillance of all your telephone and radio messages?
 Yes No
16. Are you willing to accept that you typically will not know the final outcome of a call for service?
 Yes No

**IF YOU ANSWERED NO TO ANY OF THE ABOVE QUESTIONS,
PLEASE RECONSIDER APPLYING FOR THIS POSITION.**

Lawrence County Department of Public Safety

Employee Handbook

Policy # : FRM-003
Operating Procedures: Criminal History Authorization Form
Subject : Employment Forms
Effective : 26 March 2008
Revised :

This document is to inform you that, as a part of our procedure for processing your employment application or otherwise determining your eligibility for employment or to remain employed by the Lawrence County Department of Public Safety, criminal records and other background checks regarding you may be obtained for employment purposes. This inquiry may, by the nature of the data collected in such records, include information as to your character, general reputation, personal characteristics and mode of living, whichever may be applicable.

I, _____, hereby consent to and authorize the Lawrence County Department of Public Safety (LCDPS) to obtain one or more consumer/investigative reports on me in connection with my application for employment. Such reports may include, but are not limited to, information regarding my criminal record, driving record, credit, employment history and performance, or other investigative reports. I understand that the agencies from which this report or reports may be sought may include, without limitation, criminal records search agencies, consumer information/credit bureaus, and the like. I also understand that this authorization, in original or copy form, shall be valid for this and any future reports or updates that may be requested in connection with my employment by LCDPS.

I acknowledge that I have read the information contained on this form carefully and certify that all of the information completed by me on the attached data sheet and as contained in my previous application for employment with LCDPS (and any attachments to it) were and are true and complete to the best of my knowledge. I also hereby release LCDPS, employees and other agents, and all other persons, companies, schools, consumer information agencies, records search firms and other entities, of and from any and all potential liability arising from inquiries by LCDPS and its agents regarding the above background checks and/or the compilation or use of such reports regarding me. I understand that any omission of fact or false or misleading information given in this background check authorization and data form (and any attachments to it), and as contained in my previous application for employment with LCDPS (and any attachments to it) may result in the withdrawal of my conditional offer of employment, suspension or discharge, as applicable.

Date: _____

Signature: _____

Print Name: _____

