



August 1, 2018

Public Safety Telecommunicator Borough of South Plainfield, NJ

Overview:

Please Note: Must possess the following current certifications:

- Basic Telecommunicator (BTC)
- Emergency Medical Dispatch (EMD)
- CPR

Job Summary

The Borough of South Plainfield is looking for dedicated and collaborative individuals to join our team of talented and valued Public Safety Telecommunicators. We are currently hiring a full time dispatcher to perform various technical tasks designed to assist in public safety and welfare in directing proper police, fire, and first aid/rescue personnel. This position is responsible for receiving emergency and non-emergency calls for service over the phone and other means, employ appropriate call screening protocols, and responding to those calls by dispatching appropriate resources. Additionally, this entails assisting citizens with non-emergency questions, responding appropriately to requests for service and information from field personnel and performs all other duties as assigned.

Responsibilities and Duties

- Receives, evaluates calls, screens and classifies problem/complaints, transmits messages and dispatches police, fire, and first aid units.
- Efficiently obtains pertinent information and relays information to responding units.
- Works effectively and calmly in a high stress environment
- Operates computer terminals, updates records, sends messages to other jurisdictions and obtains information requested by patrol and other units.

- Maintains integrity of data, records information in database and ensures the accuracy of such information.
- Monitors field units and remains familiar with the location of each unit handling call
- Assists in the coordination of services as requested by field officer such as wreckers, utility work crews other department personnel
- Provides routine assistance to citizens giving information or directing them to the proper authority
- Communicates in a positive manner with Supervisor and other staff
- Checks for teletypes and faxes
- Utilize two-way radio system
- Performs related tasks as required
- Ability to effectively and efficiently type, good customer service skills and multi-task
- Communicate with difficult callers

Qualifications

Prior experience in emergency dispatching is mandatory.

Must be 18 years old

Must successfully pass criminal and personal background checks

Which may include a drug and psychological test.

Candidates must possess the following CURRENT certifications:

- Basic Telecommunicator(BTC)
- Emergency Medical Dispatch(EMD)
- CPR

Required education

- High School or equivalent

Job Type: Full Time

Salary: starting \$45,144 with benefits

Works nights, weekends, holidays

How to apply:

In order to be considered for the position, you must fill out an application. Applications can be obtained by picking it up in person at Police headquarters or by going to the Borough's site at <http://www.southplainfieldnj.com/spnj/> , click on Police, click Central Communications, click forms, click on Communications Operator Application. Applications can be dropped off in person, faxed to 908-755-0320, or e-mailed to jmcc1@sppolice.com. Remember to include copies of all of your certificates in the application packet.