



### Purpose

The purpose of this policy is:

- Define the role and scope of responsibilities of a Public Safety Telecommunicator (PST)
- Establish to whom a Public Safety Telecommunicator (PST) reports
- Identify required certifications for this position
- Identify required characteristics for this position

### Policy

#### **Role:**

Public Safety Telecommunicators (PST) are responsible for the intake and processing of incoming emergency and non-emergency telephone calls, dispatching and subsequent tracking and follow-up of active calls for service, and other related duties.

#### **Scope of Responsibilities:**

SJCCA Public Safety Telecommunicators work an assigned shift at an assigned position and are responsible for receiving and processing calls for service, via the telephone, radio, and any other source, as necessary. PST's enter calls for service information into a Computer Aided Dispatch system (CAD), and relays calls for service to the appropriate field units. PST's provides updates and other information to field units enabling them to perform their job functions safely and effectively. PST's implement established protocol in processing every call for service, including classification and prioritization of incoming calls, the perform scene safety management and delivery of pre-arrival instructions as appropriate. PST's track units appropriately, accurately, and in a timely manner, adjusting to new information as it is received to act accordingly and within policy and protocol. PST's take responsibility for ensuring continued competence on all SJCCA policies, protocols, equipment, and systems, conducts computer checks through local, state and national law enforcement files, maintains warrants, files and logs, and acts to facilitate communication between field units as appropriate. Other duties as required.

#### **Supervision Received:**

- Immediate responsibility to the Supervisor In Charge of dispatch operations whenever working in the dispatch area.
- Reports to an assigned Team Supervisor, the Operations Manager, and the Director.

#### **Required Certifications:**

- Cardiopulmonary Resuscitation (CPR)
- Emergency Medical Dispatch State Certification (NMEMD)
- National Crime Information Computer Operator (NCIC)
- International Academy of Emergency Dispatch Emergency (IAED) Medical Dispatch Certification (EMD)
- International Academy of Emergency Dispatch Emergency (IAED) Fire Dispatch Certification (EFD)
- New Mexico Public Safety Telecommunicator Certification (NMPST)



**Required Characteristics:**

- High School Diploma or G.E.D.
- Ability to pass established pre-employment skills testing
- Must pass all background checks.
- Must pass pre-employment psychological exam.
- Must pass required hearing exam and drug screening.
- Excellent verbal and interpersonal communication skills.
- Ability to remain calm under pressure.
- Excellent customer service skills.
- Able to work both independently and as part of a team.
- Professional telephone and radio demeanor.
- Excellent problem-solving skills.
- Thorough and detail-oriented.
- Able to act and react quickly in response to received information.
- Must have ability to work all shifts and all hours (Days, Swings, Graves)
- Must have ability to work weekends, holidays, on-call, and overtime