



JOB ANNOUNCEMENT

IMMEDIATE OPENINGS FOR FULL-TIME AND PER DIEM POSITIONS

Works as essential staff members of the agency as the first of the first responders that the community interacts with in reporting emergencies in New Providence, Summit and Millburn.

- Answers 9-1-1 emergency and other calls from the community as well as dispatching police, fire and EMS and other resources.
- Trains to make lifesaving decisions and provide clear direction and advice, including pre-arrival medical instruction to callers reporting medical emergencies.
- Uses a wide variety of cutting edge technology systems like computer aided dispatch (CAD), 9-1-1 telephone and text messaging, GIS mapping and aerial photography, multi-channel radio systems, law enforcement data systems, etc.
- Receives extensive paid training to gain the knowledge, skills and abilities that will allow them to be independent decision makers while adhering to established policies and procedures. The training provided will allow entry level CO I's to advance and be promoted to the higher CO II and CO III designations through on the job training.

In addition to a challenging work environment and growth opportunities, Mountain Valley Emergency Communications offers an attractive and comprehensive benefits program. As an employee of MVECC, you would be eligible for numerous benefits (Employee Benefits Summary) Participation in the New Jersey Public Employees Retirement System, generous medical and dental benefits, 457 Roth & 457 Deferred Compensation Plans. CO's work only 182 days in a calendar year allowing abundant time for educational or other pursuits. Other available benefits include, but are not limited to, paid time off and 12 paid holidays, flexible spending programs, life insurance, fixed work shifts and opportunities to work overtime.

Starting salary for full-time Communication Officer I from \$41,512 - \$63,810 annually depending on experience. Experienced per-diem employees \$25.47 - \$30.68/hour.

These positions are designated as emergency service personnel and, as such, must report to work even when leave for inclement weather or other emergency is declared.

REQUIRED CERTIFICATIONS: 40-Hour Basic 9-1-1 Telecommunicator, CPR, and Emergency Medical Dispatcher.

Please submit your letter of interest and resume to info@npsm911.org on/before Friday, April 27, 2018.

NPSM EMERGENCY SERVICES COMMUNICATIONS CENTER

Job Description Communications Officer I

DEPARTMENT: Emergency
Communications

DEPARTMENT CODE: NPSMECC

HOURS: Varies

SALARY GRADE: A1

FLSA STATUS: Non-Exempt

REPORTS TO: Shift Supervisor

APPROVED BY: Executive Director

APPROVAL DATE: 10/06/2014

SUMMARY

This is a non-exempt position that reports directly to a supervisor. Work involves operating several emergency and non-emergency radio and telecommunication systems to receive and transmit messages and information in emergency situations. Work is carried out under procedures and established methods. This position applies knowledge of regulations and guidance. Higher level problems and issues are referred to a higher authority.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Operation of telephone equipment. The communication officer is responsible for answering incoming phone calls during the shift. The communication officer will record the information to insure proper referral to the appropriate personnel or agency;
- Operation of radio console. The communications officer will operate the radio console and will dispatch appropriate personnel to the calls for service, handle the requests for information or assistance from other employees;
- Operation of computer. The communications officer will enter calls for service, officer initiated activities, disposition, responsible party information, alarms, drivers license and vehicle registration requests, NCIC and warrant checks and other information into the computer; and will retrieve information from the computer to provide support to the other divisions or other agencies;
- Provides EMD instructions as certified;
- Maintains certifications in CPR/AED and NCIC;
- Monitors incoming teletype messages;
- Maintains clean and orderly working environment;
- Adheres to all ECC policies and procedures as well as local, State and Federal regulations;
- Attends training as required;
- Works overtime as required;
- Performs special projects as assigned;

SECONDARY FUNCTIONS: Performs other related duties as required.

SUPERVISORY FUNCTIONS: None.

KNOWLEDGE:

- Knowledge of telephone-call handling techniques;
- Knowledge of radio transmission procedures to produce effective communication between multiple parties;
- Knowledge of Federal (FCC), County, City, department, and other applicable rules and regulations;
- Knowledge of County, City, Township, and Borough streets and surrounding areas, including geographical layout of operating districts;
- Knowledge of police, fire, and emergency medical dispatch procedures;
- Knowledge of computer-aided dispatch (CAD) operating systems;
- Knowledge operation of a personal computer and job-related software;

SKILLS:

- Skill in multi-tasking;
- Skill in observing situations analytically and objectively and relaying details accurately;
- Skill in communicating using two-way radio and telephone equipment;
- Skill in operating a variety of communications equipment effectively;
- Skill in reading and interpreting maps to determine locations and jurisdictional boundaries;
- Skill in remaining calm, showing empathy, conveying reassurance to instill confidence in the caller that your demeanor will result in proper response to their needs;

ABILITY:

- Ability to understand and abide by the rules and regulations of the FCC pertaining to the transmitting and receiving of messages by radio and the FBI and State of New Jersey pertaining to handling of CJIS/NCIC information;
- Ability to handle stressful situations while remaining courteous to citizens, co-workers, and public safety personnel;
- Ability to follow oral and written instructions;
- Ability to speak clearly and concisely and have no hearing limitations;
- Ability to process information, make appropriate decisions, and to act quickly and calmly in emergency situations;
- Ability to establish and maintain effective working relationships with others;
- Ability to sit for long periods of time;
- Ability to work overtime without notice;
- Ability to promote a positive work environment

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

- Problem Solving - Identifies and resolves problems in a timely manner; works well in group problem solving situations;
- Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments;
- Interpersonal Skills - Focuses on solving conflict, not blaming; maintains confidentiality; keeps emotions under control; remains open to others' ideas and tries new things;

- Communication - Listens and gets clarification, ability to read, write and understand instructions;
- Teamwork - Gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives;
- Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time;
- Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan;
- Initiative - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; asks for and offers help when needed;
- Innovation - Generates suggestions for improving work;
- Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly;
- Ethics – Works with integrity and ethically.

CERTIFICATIONS, LICENSES, REGISTRATIONS:

- Certified Public Safety Telecommunicator – 40 hours (APCO or equivalent);
- Domestic Violence Call-Taking;
- NCIC – two-year re-certification
- EMD – 8 hours annually and two-year re-certification;
- CPR/AED – two year re-certification;
- NIMS 100, 200, 700, 800
- Stress Management;
- Background check.

REQUIRED EDUCATION/OR EXPERIENCE:

High school education or G.E.D.; six to twelve months related experience or training; or equivalent combination of education and experience.

PREFERRED EDUCATION/OR EXPERIENCE:

Associate's degree or equivalent from two-year college or technical school; or one to two years related experience and/or training; or equivalent combination of education and experience.

PHYSICAL CONDITIONS:

The physical demands 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.

While performing the duties of this job, the employee is regularly required to stand; sit, walk, use hands to finger, handle, or feel; reach with hands and arms and talk or hear. Specific vision abilities required by this job include close vision, distance vision, color vision and peripheral vision.

WORKING CONDITIONS:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is exposed to stressful situations of an emergency nature. The noise level may vary from moderate to chaotic in the work environment. Employees are subject to shift work and call out.

SIGNATURE/APPROVAL

_____	_____
<i>Employee</i>	<i>Date</i>
_____	_____
<i>Supervisor</i>	<i>Date</i>
_____	_____
<i>Department Executive Director</i>	<i>Date</i>

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position.