



ONEIDA COUNTY GOVERNMENT NOTICE OF VACANCY

DEPARTMENT: Emergency Services

CIVIL SERVICE TITLE: Public Safety Telecommunicator (HELP Program)

CLASSIFICATION TYPE: Non-Competitive

SALARY (GRADE): \$43,411 (3D) Plus Excellent Benefits

APPLICATION DEADLINE: December 31, 2024

APPLY ONLINE*: <https://oneida-portal.mycivilservice.com/post/jobopps>



DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this class serves as the vital communications link between the public needing help and emergency services response. As members of the public safety ecosystem, PSTs are typically the first point of contact when a person reaches out for help. This entails a candidate to be able to work independently in a high-stress environment while receiving and evaluating incoming emergency and administrative requests for emergency services, including but not limited to law enforcement, fire, and emergency medical services (EMS); triaging those requests for service; providing guidance and assistance to the public in life-safety situations; and coordinating appropriate responses to high-risk, high-stress operations, with the objective of keeping all participants safe.

The incumbent operates a sophisticated workstation comprised of multiple computer systems, computer-aided dispatch (CAD) software and geographical information systems (GIS), call handling including teletypewriter (TTY) and text-to-911 sessions, as well as communications systems such as radio dispatch consoles and recording systems. These systems are used to acquire, relay and dispatch emergency personnel and equipment, as well as inquire, enter, and maintain public safety related databases. An employee in this class will be familiar with and fully capable of operating such equipment at each operational position of the communications center.

An employee in this class exercises independent judgment, alertness, and responsiveness within the parameters of established operating policies, procedures and guidelines which aid in reacting to incidents which may involve danger to life and/or damage to property. The employee in this class prioritizes multiple events based on available resources using critical thinking skills. The work is performed under the general supervision of a Senior Public Safety Telecommunicator, Supervising Public Safety Telecommunicator, or other authorized personnel.

Areas of assignment may include: answering telephone requests for emergency and non-emergency calls for service from the public and associated public service providers; the dispatching of police, fire/rescue, EMS and public service provider personnel and equipment to emergency and non-emergency incidents; database inquiries, entries, and maintenance; training; and public relations events.

The job involves an unusual working environment. There can be sudden changes in work activity. High stress conditions may exist when dealing with life and death situations. The ability to remain calm in emergency situations, and the ability to be polite, especially when dealing with angry and abusive people, is needed. Employees are required to work shifts which cover both day and night hours, weekends, and holidays to ensure 24/7 coverage. Employees in this class may be required to assist with training, development, and evaluation of new personnel. The job also requires employees to always maintain a clean and tidy work environment, thus promoting a clean, safe, and healthy workplace. Supervision of subordinate employees is not exercised in this class. The incumbent performs related work as required.

MINIMUM QUALIFICATION: Candidates must meet the minimum qualifications at time of application.

Graduation from high school or possession of a high school equivalency diploma.

SPECIAL REQUIREMENT: Candidates must pass both visual and hearing acuity tests as prescribed by the Oneida County Department of Personnel. Candidates must meet the standards of both the visual and hearing acuity tests to be eligible for appointment.

****Oneida County is an equal opportunity employer****

*If you do not have internet access, paper applications can be picked up in the Personnel Department on the 6th Floor of the Oneida County Office Building. You may also request a paper application to be mailed by calling 315-798-5726.

Issued: 05/06/2024 Revised: 06/14/2024, 09/11/2024