THE CITY OF PATERSON

Job Posting

Job Title: PUBLIC SAFETY TELECOMMUNICATOR TRAINEE
Job Category: Non - Competitive
Department/Division: Fire
Job Code: 06229/463 – 465 (3)
Location: 300 McBride Avenue, Paterson, NJ
Travel Required: LOCAL
Level/Salary Range: $30,000.00
Position Type: Full-Time
Contact: Eugenia Byfield
Posting Period: 06/24/2022 – 07/12/2022

Resumes & Applications are accepted via regular mail, fax or e-mail.

Fax or E-mail:
973-321-1325
hrinfo@patersonnj.gov

Regular Mail:
Eugenia Byfield, Personnel Officer
Division of Human Resources
(Personnel) City of Paterson
125 Ellison Street, Suite 300
Paterson, NJ 07505

Job Description

Role and Responsibilities
Under close supervision as a trainee and productive worker, receives and responds to telephone or other electronic requests for emergency assistance including law enforcement, fire, medical, or other emergency services and/or dispatches appropriate units to response sites; does other related duties as required.

Examples of Work

- Receives telephone or other electronic requests for emergency assistance.
- Maintains a reassuring, calming manner with callers to obtain required information.
- Learns to operate automatic number identification (ANI), automatic location information (ALI), telecommunications devices for the deaf (TTY/TDD), or other electronic devices to obtain and verify required data.
- May dispatch nonemergency personnel or equipment.
- Learns to utilize video display terminal or computer oriented or radio equipment to receive, monitor, record, summarize, and/or transmit data relating to the emergency.
- Will be required to learn to utilize various types of electronic and/or manual recording and information systems used by the agency office or related unit.

* (Tasks noted within this description are not all-inclusive. Other related tasks will be assigned.)

Requirements

NOTE: Appointees to positions at Public Safety Answering Points and at some Public Safety Dispatch Points must successfully complete training and obtain certification by the Office of Emergency Telecommunications Services (OETS) in the Department of Law and Public Safety as required by NJAC 17:24-2.2, during the trainee period.

Knowledge & Abilities

- Knowledge of methods for operating communications systems after a period of training.
- Knowledge of emergency medical, fire, police, and other emergency terminology after a period of training.
- Knowledge of procedures for dispatching emergency and nonemergency equipment and personnel after a period of training.
- Ability to utilize information required for documenting emergency situations and calls.
- Ability to read, write, speak, understand, and communicate in English sufficiently to perform duties of this position. American Sign Language or Braille may also be considered as acceptable forms of communication.