

Elmore County Emergency Communications District

8917 U S Hwy 231
Suite 600
Wetumpka, AL 36092
(334) 567-0911 Administration



JOB DESCRIPTION

Job Title: Public Safety Telecommunicator I

Department: Elmore County 911

Job Description Prepared: October 2025

Starting Pay: \$18.75/Hr.

FLSA: Non-Exempt Safety Sensitive Position

Special Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive. The employee may be assigned other duties that are not specifically included herein.

Relationships

Reports to: 911 Director, Supervisor, and Lead Dispatcher

Subordinate Staff: N/A

Internal Contacts: 9-1-1 Operations and Administrative Staff

External Contacts: Elmore County Commission, Law Enforcement Agencies, Fire Departments, Emergency Medical Service Providers, County Departments, City Departments, State Agencies, Federal Agencies, Other Emergency Communications Centers, Utility Departments and Companies, and General Public

Job Summary

This critical role 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.

ESSENTIAL JOB DUTIES AND TASKS:

The primary responsibility of the PST is to protect citizens and emergency responders during an emergency incident. These include but are not limited to:

- Using training and policies to screen requests for emergency services; answering them professionally, recognizing if a call is received from telephone, text, video, or an automated data feed.
- Using appropriate technology to communicate with callers.
- Interpreting sensor data to triage, prioritize, properly categorize, and initiate the correct emergency response.
- Using knowledge of law enforcement, fire, and EMS protocols to prioritize and sequence calls promptly in limited time with limited or no supervision.
- Demonstrating clear and effective communications with active listening, call control, judgement, respect, and empathy with callers that range from calm to panicked.
- Managing challenging callers using appropriate handling of distressed, autistic, hearing-impaired, elderly, angry, and foreign-language-speaking callers.
- Providing direct counseling to suicidal persons, domestic violence victims, and children.
- Ascertaining incident information by obtaining and verifying caller information and location, determining the nature of the incident, and all available data including but not limited to automated data, social media information, text message, images or video, and providing information to emergency services either verbally and/or digitally.
- Ability to prioritize multiple events based on available resources – critical thinking
- Using TDD and relay services to comply with standards for handling calls from hearing-impaired callers.
- Using language interpretation services and coordinating with mental health resources for appropriate contacts with callers who have mental health or language barriers to receiving help.
- Using text-to-911 to communicate effectively with callers.
- Interpreting caller location by using geographic knowledge, tools, and location tracking capabilities when available
- Interpreting automatic number and automatic location data provided by the emergency communications phone system and verifying data using mapping and computer aided dispatch software for accuracy and reliability
- Maintaining communications during life-threatening emergencies, providing safety/lifesaving instructions, and maintaining control of the conversation until field units arrive on scene.
- Using available vehicular, bystander, and/or law enforcement information for the purpose of protecting the public at the scene as well as on-scene responders by identifying the need for advanced life support resources or specialized fire extraction equipment.
- Utilizing training and reference resources when determining the nature and priority of emergency incidents that have live-streaming videos, graphic images, and text.

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- Using training and operational protocols to take appropriate action such as: relaying critical information, dispatching/initiating emergency response services, or referring callers to other agencies.
- Documenting incident details quickly and accurately to establish incident urgency, categorizing the incident type, and obtaining the proper help for the caller.
- Demonstrating clear and effective communications and active listening with public safety responders using appropriate terminology, codes, and signals.
- Relaying initial information for dispatch accurately, reviewing the call for service details, and assuming incident command until first responders arrive.
- Conducting health and safety status checks of responders and using other available technology to ensure on-scene responders' safety.
- Documenting thoroughly and accurately all incident activities while maintaining awareness of scene activities.
- Operating emergency, administrative, and backup telephone communications systems effectively.
- Facilitating the transferring of calls to the appropriate resources and performing conference calls with entities, such as but not limited to poison control centers or EMS helicopter dispatch.
- Interpreting and understanding local and regional geography to quickly and accurately identify the location of the emergency to improve response times of field responders.
- Operating a sophisticated workstation comprised of multiple computer systems, computer-aided dispatch (CAD) software and geographical information systems (GIS), state and federal clearinghouses, call handling including teletypewriter (TTY) and text-to-911 sessions, as well as communications systems such as radio dispatch consoles and recording systems.
- Operating multiple systems simultaneously, without mistake, utilizing efficient switch tasking methods.
- Notifying key personnel of critical incidents, using judgment to determine the need to contact other law enforcement and public safety agencies for additional information and resources as needed, or relaying information regarding incidents and situational awareness.
- Using mass notification software, including social media platforms, to keep the public informed of emergency incidents.
- Activating mass community warning and notification software programs to inform the public of impending critical information related to such things as severe weather impacts, potential injury or life-safety events.
- Managing chain of custody for records and documentation used in court proceedings and legal discovery.
- Maintaining a calm demeanor under chaotic and stressful circumstances, multiple conversations, and frequently noisy environments. Perform general record-keeping duties, prepare and distribute general correspondence to department heads and appropriate others.

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- Completing training, certifications, and competencies as needed by actively seeking training, completing the training and certifications required for assigned PST positions, and completing continuing education and career development as necessary.
- Following established agency policies and procedures, being aware of liability to the agency, and adhering to federal disclosure and privacy laws.
- Using debriefing tools, stress management techniques, and critical incident response models to deal with mental or emotional strain or tension resulting from adverse or very demanding circumstances.
- Maintain a high level of confidentiality and professionalism regarding sensitive internal and external information.
- Be reliable, and dependable and be able to report for work on a consistent basis.

KNOWLEDGE REQUIRED BY THE POSITION:
(* Can be acquired on the job)

- Knowledge of Agency Policies and Procedures
- Knowledge of NCIC Policy
- Ability to communicate effectively and professionally, both orally and in writing;
- Reading comprehension abilities to understand manuals, directives, procedures, and instructions;
- Ability to take initiative and be self-motivated;
- Possess excellent listening and communication skills;
- Strength and endurance to remain active for extended periods of time during emergency situations.
- Ability to solve problems and make decisions in day-to-day and emergencies.
- Ability to gather information from everyday and difficult callers
- Ability to switch task effectively and efficiently.
- Skill in prioritizing and organizing work
- Ability to operate the Agency's Computer Aided Dispatch software
- Ability to operate the Agency's 911 call-taking software
- Ability to operate Client Agencies' Records Management Systems
- Ability to operate NCIC software
- Ability to operate the Agency's Radio Console software
- Ability to operate Microsoft Office software
- Ability to operate office equipment
- Ability to read a map and disseminate directions verbally
- Ability to find and disseminate latitude/longitude coordinates and what3words location information
- Knowledge of Elmore County geography
- Knowledge of law enforcement, fire, and EMS jurisdictions
- Knowledge of and ability to speak and translate ten codes and signals
- Knowledge of and ability to use the phonetic alphabet
- Ability to process and maintain warrant files
- Ability to process warrant recalls

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.PHYSICAL DEMANDS:

- Exerting up to 30 pounds of force occasionally, and/or up to 10 pounds of force to move objects; may be required to stand, walk, climb, balance, stoop, kneel, crouch, or crawl; Dexterity of hands and fingers to operate equipment, including a computer keyboard, mouse, hand-held radio, and phone; extend hands or arms in any direction
- Sedentary for extended periods of time
- Adequate hearing and visual acuity to successfully perform the essential job requirements
- Ability to make rational decisions through sound logic and deductive processes
- Ability to speak and comprehend English coherently to exchange information in person and on the telephone or radio.

WORK ENVIRONMENT:

- The work is typically performed in the communications room, with varying levels of light and, confined environment
- Disciplined environment; must carry out lawful orders regardless of personal agreement
- May be subjected to excited, abusive, foul-mouthed, incoherent, drunk, impaired or hysterical callers
- Must be available to work shift work encompassing 24/7 schedules including evenings, nights, weekends and holidays
- Must remain at the Center for the full scheduled shift except for approved breaks.
- Uninterrupted lunch and breaks are not guaranteed;
- Due to the nature of public safety work, overtime may be required;
- May be called back or held over on short notice and for extended periods to maintain staffing levels and must be available by phone at own expense;
- Extremely busy environment with constant interruptions;
- Occasional travel to conferences or trainings throughout state and/or country.

MINIMUM QUALIFICATIONS:

- High School Diploma or GED
- Possession of a valid driver's license issued by the State of Alabama.
- A maximum response time not to exceed 30 minutes under normal conditions (from residence to Emergency Communications Center)
- Successful completion of pre-employment drug screening and random drug-screening during employment.
- Must be a legal citizen of the United States
- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, permits the employee to communicate effectively.

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- Successful completion of hearing test.
- Sufficient vision or other powers of observation, with or without reasonable accommodation, permits the employee to review a wide variety of material in both electronic and hardcopy form.
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a personal computer and related equipment.
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, permits the employee to have access to various work sites throughout the County and out of the area.
- Dependable, self-motivated and team-oriented, with a desire to provide a service to the community
- Working knowledge of Windows-based software and various other computerized electronic, telecommunications equipment
- Flexibility to adapt to changes
- Have great attention to detail and empathy towards the customers' needs and concerns
- Must be able to adapt and function, without reservation, in high-stress situations
- Must pass a background investigation that meets all local, state, and federal requirements as well as to be without felony convictions.
- Must be able to perform essential job functions (reasonable accommodation may be made on a case-by-case basis)
- Must have never committed, been involved in, or been convicted of a felony or serious misdemeanor
- Must be able to work on a rotating schedule, including nights, weekends, and holidays to ensure 24/7 coverage
- Subject to call back and hold over to maintain minimum staffing 24/7
- This position is designated as essential and must report to work during times when the government/agency's main office is closed

Special Requirement

- Must possess and be able to maintain the following licenses and certifications:
 - An approved Basic Telecommunicator Course that includes:
 - Telecommunicator roles and responsibilities
 - 911 call processing
 - Radio communications
 - Emergency management
 - Emergency communications technology
 - Legal concepts
 - Interpersonal communications
 - Stress management
 - Quality assurance

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- Must obtain and maintain compliant certification status with the Alabama 911 Board's Public Safety Telecommunicator Certification Program
- Alabama Criminal Justice Information Services (CJIS) Security Training
- FEMA IS-100 Introduction to the Incident Command System
- FEMA IS-144a Telecommunicator Emergency Response Taskforce
- FEMA IS-700 NIMS, an Introduction
- Missing and Exploited Child Incident Training from the National Center for Missing and Exploited Children
- The Emergency Medical Dispatch training program that the agency has implemented currently
- Certification in CPR
- An approved Fire Communications training program
- An approved Law Enforcement Communications training program
- FEMA IS-5 An Introduction to Hazardous Materials
- FEMA IS-200 Basic Incident Command System of Initial Response
- FEMA IS-800 Intro to National Response Framework
- An approved Cybersecurity Fundamentals for ECCs course