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Township of Monroe

County of Middlesex

JOB ANNOUNCEMENT

TELECOMMUNICATIONS OFFICER (9-1-1 Dispatcher) - Full-Time MONROE TOWNSHIP POLICE DEPARTMENT

General Description:

Work involves responsibility for varied types of communications work to include, but not limited to, public safety radio operation, computer terminal operation, all regular and emergency telephone equipment operation, and maintenance checks on all equipment related to the Communications Center. Performs other related duties as required. An employee of this class will become fully knowledgeable and conversant regarding the department's computerized data system in regards to the entry and inquiry of all data.

***NOTE:** The examples of work for this title are for illustrative purposes only. A particular position using this title may not perform all duties listed in this job specification. Conversely, all duties performed on the job may not be listed.*

Duties Include But Are Not Limited To:

- Receives all requests for Police, Fire, Emergency Medical Services or other assistance via telephone, radios, Teletype, and in-person requests;
- Dispatches police, fire departments, rescue squads, special service bureaus, and other agencies as required;
- Maintains all required documents / records related to calls, tow log, National Crime Information Center (N.C.I.C.) entry clear file, Teletype reports, telephone logging and call check recorders;
- Brief the oncoming 9-1-1 /Telecommunicator as to on-going investigations, unfinished or pending complaints, and any other pertinent information;
- Checks all equipment to ensure operational status and make proper notifications for repair as needed;
- Receive and relay telephone messages, correspondence, and documents to proper division;
- Perform housekeeping duties in the Communications Center as needed;
- Train new personnel when directed to do so;
- Administer emergency first aid;
- Physically check buildings, including doors and windows, to ensure they are secure;
- Remediate hazardous conditions by direct action or notification of appropriate authority or agency;
- Perform searches of people, which may involve seeing, feeling and detecting objects;
- Performs other related duties as required.

Qualifications:

KNOWLEDGE AND ABILITIES:

- Ability to read, write, speak and understand English commensurate with the duties of this position;
- Ability to understand, follow, remember, carry out oral/written instructions, orders, policies/procedures;
- Ability to learn and operate various types of radio communications, telephonic and computer equipment;
- Must demonstrate the ability to communicate verbally, clearly, and concisely in the English language;
- All Emergency Telecommunicators shall have full knowledge of all operations of the communications system.
1) Township of Monroe 2) NJ Office of Emergency Telecommunications Services 3) 9-1-1 Commission;
- Ability to conduct visual and audio surveillance;
- Ability to observe, record, recall and report incidents and information;
- Ability to operate a fire extinguisher;
- Ability to work rotating or steady shifts and adapt to irregular working conditions;
- Maintain mental alertness and readiness to act at all times;

- Sufficient speed and accuracy to perform any and all typing duties as required;
- Communicate effectively verbally and in writing, detailing incidents and activities of those involved;
- Communicate effectively and coherently over telephone, walkie-talkie, or radio initiating or responding to verbal communications;
- Prepare written reports, using appropriate grammar, symbols, and mathematical computations;
- Knowledge and ability to utilize computers and required software with ability to adapt to updates and enhancements;
- Ability to be entrusted with and maintain confidential and / or sensitive information;
- Ability to maintain complex records and files;
- Good organizational, written & verbal communication skills with the ability to prioritize, multi-task, be self-motivated, detail-oriented and able to function efficiently within a fast paced and sometimes confusing and stressful environment;
- Ability to deal effectively and patiently with the general public, other Township employees including management and municipal officials in a courteous, pleasant, tactful, professional and efficient manner;
- Ability to work in a team-oriented environment with the ability to develop and maintain cooperative working relationships, accept direction and function cooperatively as one member of a unit.

PHYSICAL REQUIREMENT:

- Ability to sit or stand for extended periods of time and work a variety of shift hours;
- Ability to lift and carry objects including ability to drag objects or persons;
- Ability to ascend or descend stairs and the ability to crawl under obstructions or in confined areas;
- Ability to balance on uneven or narrow surfaces;
- Ability to talk, hear, handle or feel objects, tools or controls; reach with hands and arms;
- Specific vision ability required includes close, distance, color, peripheral, depth and ability to adjust focus.

EDUCATION, EXPERIENCE AND LICENSE / CERTIFICATION:

- High School Diploma, Vocational High School, or equivalent;
- Successful completion of a training program by the local governing agency in the specific services dispatched (i.e. Police, Fire, Emergency Medical Services, Public Works, etc.);
- Possession of a Certificate of successful completion of the APCO Institute Public Safety Telecommunicator 40hr Basic Training Course and Emergency Medical Dispatching Training Program for New Jersey are preferred but not required;
- Possession of a current American Heart Association Provider B or American Red Cross Community Level CPR Certification preferred but not required.

Candidates must be 18 years of age or older and reside in New Jersey unless otherwise exempted by law. Candidates are required to pass a pre-employment physical and drug screen, psychological evaluation, and background / reference check. Applicants may be required to pass a written test, screening by an oral board and approval by the Chief of Police prior to being eligible for appointment.

Persons with mental or physical disabilities are eligible as long as they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made because it would cause the Township undue hardship, such persons may not be eligible.

Wages:

\$69,748.00 - Pursuant to applicable Collective Bargaining Agreement.

Application Procedure:

Interested parties may obtain applications from Monroe Township Division of Health & Human Resources or by visiting www.monroetwp.com. Completed applications should include a cover letter with resume attached and submitted to the Division of Health & Human Resources located at Monroe Township Municipal Complex, 1 Municipal Plaza, Monroe Township, NJ 08831. **Application Deadline:** *Will be posted for a minimum of fourteen (14) days as required and until position has been filled.*