



100 Gypsum Rd., Suite 201  
Stroudsburg, PA. 18360

## JOB DESCRIPTION

### 9-1-1 PUBLIC SAFETY DISPATCHER FULL-TIME

Adopted 1/31/2017  
Revised 01/02/2026

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#### **REPORTS TO**

This position reports directly to the Shift Supervisor. This position is not responsible for the supervision of other employees or functions.

#### **SUPERVISION RECEIVED**

This position reports directly to the Shift Supervisor.

#### **GENERAL PURPOSE**

The "9-1-1 Dispatcher" position serves as the emergency call-taker/dispatcher for emergency and non-emergency requests on E-911 lines, administrative lines and radio infrastructure at the Monroe County Control Center or "Public Safety Answering Point" (PSAP). Work includes dispatching of calls to the appropriate discipline, i.e. Police, Fire, EMS, Municipal, in compliance with the Centers Standard Operating Procedures (SOP's), as well as the operation of the CLEAN/NCIC law enforcement/criminal justice computer system as needed.

#### **ESSENTIAL DUTIES OF THE POSITION**

- Receives emergency and non-emergency calls from the public as well as public service providers for public safety services. Accepts calls routed to the 911 Center via both current and future media methods such as, but not limited to, Text-to-911, Video, and TTY.
- Effectively manages each call per established guidelines, policies, and training. Requests information from callers to gather critical information, such as personal information, location, and the nature of the call; records information; assesses the need for emergency services; determines appropriate response(s) required and evaluates the relative priority of each response; dispatches the appropriate response unit(s).
- Provides and relays necessary information regarding emergency situations to those individuals requiring notification, including public safety officials and representatives.
- Provides EMD (pre-arrival instructions) to persons in need of immediate life-saving intervention, when appropriate.
- Utilizes CAD and GEO tools to determine location and appropriate municipal protocols for response.
- Utilizes TTY transmission equipment for communication with the hearing impaired.
- Maintains daily records of calls and dispatch activity.
- Maintains the highest level of confidentiality
- Adapts to unique circumstances that are presented by callers and then applies their learned skills/established guidelines in resolving situations.
- Possesses the ability to cope with highly stressful situations regularly, with minimal supervision.



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- Operation of Statewide National Criminal Information Center (NCIC) and the Commonwealth Law Enforcement Assistance Network (CLEAN) system for police. For the purpose of this section, a 9-1-1 dispatcher with the Monroe County Control Center is deemed "criminal justice personnel".

*\*An employee assigned to this title shall perform a majority, but may not perform all, of the duties listed in this job description. Conversely, minor level duties performed on the job may not be listed. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

#### **WORK SCHEDULE/HOURS OF WORK**

The work schedule is based upon the operational needs of the Control Center and shall be scheduled by Management based on seniority. The schedule shall include days, nights, overnights, weekends and holidays.

#### **MINIMUM REQUIREMENTS**

Applicants must be eighteen (18) years of age at the time of applications.

Completion of high school, or general equivalency diploma; **AND** One (1) to two (2) years Radio Communications Training, Call Center experience, or Public Safety Agency (Police, Fire, or EMS) experience is preferred; **OR EQUIVALENT COMBINATION OF EDUCATION & EXPERIENCE.**

The candidate must be in possession of and throughout their employment, continuously maintain a valid Pennsylvania driver's license and in addition must be able to supply their own transportation.

#### **CRIMINAL BACKGROUND CLEARANCE REQUIREMENTS**

A criminal history check will be completed for all Telecommunicator candidates.

The Pennsylvania State Police have established rules and regulations with respect to the utilization of the criminal justice computer infrastructure. As such, their rules definitively influence the overall employment process, hiring, as well as being the "just cause" for termination of employees that work at the Monroe County Control Center.

An employee's career could be shortened if there is a violation of any of their rules and/or regulations.

They have set forth the following as they pertain to the utilization and access of their systems; "All criminal justice personnel who request access to the Commonwealth Law Enforcement Assistance Network (CLEAN) must have a criminal history record check performed prior to the access being granted."

"If the criminal history records check on the requestor should indicate significant conviction records, the access will be denied."

#### **Significant conviction records are defined as:**

- Conviction or under indictment for any felony.



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- Conviction for any misdemeanor one (1).
- Conviction and incarceration for any misdemeanors within the last ten (10) years.
- Conviction for any computer crime.

Misdemeanor and felony are used in this policy; refer to felony and misdemeanor under the laws of Pennsylvania and the laws of any other State or Federal law.

If a criminal justice official with access to CLEAN is arrested or indicted, that official will lose access to CLEAN until the charges are disposed in court.

The official will permanently lose current CLEAN access if convicted. The official will be suspended from current CLEAN access for ten (10) years if convicted and incarcerated for any misdemeanor or below a misdemeanor one (1)."

The candidate must not participate in or be party to any illegal activity, or any situation which could be perceived as a potential conflict of interest or which might bring negative attention upon himself, herself, or the Agency.

#### **RANDOM DRUG/ALCOHOL SCREENING**

A post offer drug/alcohol screen is a requirement for employment. Failure to successfully pass the drug/alcohol screen will be cause for the offer to be rescinded. Employees are subject to random drug/alcohol screenings through the duration of their employment with the Monroe County Control Center. If an employee fails to pass the drug/alcohol screening, then this shall become grounds for discipline up to and including immediate termination.

#### **MANDATORY TRAINING**

All Telecommunicator candidates must be able to successfully pass the EMD training program, APCO emergency communications training program, NCIC/CLEAN training program, as well as pass all state required exams and maintain required certifications as necessary during employment. All mandatory training as outlined by PEMA, Pennsylvania Emergency Management Agency, as well as any current legislation, must be completed as an essential function of the job. Failure to pass these mandatory training programs shall be grounds for discipline up to and including immediate termination.

Must maintain bi-annual certification in CPR (Cardio Pulmonary Resuscitation) as well as up to date training with an AED (Automatic External Defibrillator).

#### **KNOWLEDGE, SKILLS, AND ABILITY**

Knowledge of office practices and procedures commonly employed in communications, and a public safety environment.

Knowledge of the geography, highway, and street systems in boroughs and townships, within the County of Monroe-Pennsylvania.

Effective communication skills, including active listening, clarity of speech, verbal and written communication, pertinent to public safety communications. Ability to speak clearly and distinctly over electronic media.



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Effective computer skills and a level of proficiency necessary to perform data entry from written, audible, or other sources, quickly and accurately.

25 WPM with at least 80% accuracy.

Ability to multi-task, to identify and respond appropriately to emergency and stressful situations simultaneously.

Ability to learn the specific operation, rules and procedures governing Public Safety radio, computer, and other systems.

Ability to establish and maintain effective working relationships with associates, officials of law enforcement, firefighting and emergency medical care agencies, representatives from other local, State and Federal agencies, and the public.

Ability to read, write, speak, understand and communicate in English to perform the duties of this position.

Ability to read and interpret maps.

Ability to interpret GEO information.

Ability to maintain composure and self-control in order to perform necessary job duties while exposed to high stress situations.

Ability to learn the specific computer aid dispatch software program and hardware.

#### **TOOLS AND EQUIPMENT**

Computer, keyboard and mouse, computer aided dispatch tool (CAD) software and hardware, communication/radio equipment, TTY transmission equipment, telephone, cell phone, fax machine, copy machine, and State NCIC/CLEAN computer network.

#### **PHYSICAL DEMANDS**

While performing the duties of this job, the employee is frequently required to stand, walk, sit and talk or hear. The employee is occasionally required to use hands to, handle or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to twenty-five (25) pounds.

Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus.

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.



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#### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually quiet, but may become moderately noisy.

#### **SELECTION GUIDELINES**

Formal application, rating of education and experience, oral interview and reference check as well as job related tests might be required.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

#### **COMPENSATION/PAY**

The person holding this position will be paid on an hourly basis, which will be set by the Monroe County Control Center Board of Directors at their reorganization meeting, normally held in January of each year and in accordance with the current "Articles of Agreement"

#### **FLSA STATUS**

This is a "non-exempt" position. As such, is eligible to receive overtime pay as assigned by management. Overtime is mandatory when directed by management.

**INCUMBENT'S ACKNOWLEDGEMENT:** My signature below acknowledges that I have received a copy of my job description and that I understand my continued employment is dependent upon my continuous successful performance of all the duties of this position as noted in this document. I also understand that this position is a twenty four (24) hour, seven (7) day a week operation. If chosen to fill a 9-1-1 Dispatcher position, I must be able to rotate on ALL shifts and be available to work days, nights, overnights, weekends and holidays. **NO EXCEPTIONS!**

\_\_\_\_\_  
**Employee's Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Employee's Name Printed**