



POLICE TELECOMMUNICATOR (FULL-TIME)

Upper Merion Township, located in King of Prussia, PA, is looking for a knowledgeable and experienced **Police Telecommunicator**. The **Police telecommunicator** position is responsible for receiving and transmitting radio and telephone calls, making computer entries, and receiving specific orders and requests from field responders. The position requires excellent communication skills, the ability to multi-task, and the ability to read, understand and follow departmental and township policy and procedures in accordance with the essential job functions.

The duties of the **Police Telecommunicator** include (but are not limited to):

- Receive and transmit telephone and radio emergency calls, as well as non-emergency calls/complaints/inquiries from the public.
- Prioritize and dispatch appropriate units to police, fire, and emergency medical incidents.
- Communicate courteously and firmly with the general public and establish and maintain effective working relationships with co-workers and superiors.
- Properly operate and be familiar with the features and functions of all CAD software, logging recorder equipment, and all cameras and monitoring devices located within the communications center. To include fire/carbon monoxide alarms and emergency/panic alarms.
- Strictly adhere to all current and future policies, procedures, rules, and regulations, including general orders and memos.
- Be familiar with the proper protocols and terminology concerning Public Safety response, including special incidents and SWAT responses.
- Properly operate and be familiar with the features and functions of all telephone, radio, computer, and console equipment.
- Demonstrate continuous skills and knowledge of the operation of state and local computer systems and software.
- Monitor prisoner cells by internal television system.
- Input, retrieve and transmit information from National Crime Information Center.

Minimum Education, Training, and Experience Required:

- High School Degree.
- Knowledge of Public Safety operations is preferred.
- Type 30wpm on a CAD keyboard
- Operational knowledge of Microsoft products.

Additional Requirements:

- No felony convictions or conviction of any moral crime.
- Satisfactory Pennsylvania Pa. criminal background check and F.B.I. criminal background checks.
- Possess or obtain certifications in Basic Communications, State of Pennsylvania Call Taker, State of Pennsylvania Dispatcher, and Pennsylvania State Police C.L.E.A.N. Terminal Operator.

Physical Demands and Working Environment:

- Must have hearing accuracy, visual acuity, and the ability to communicate clearly and concisely over the telephone, radio, and in-person (reasonable accommodations may be made).
- Work is performed in an emergency dispatch environment where the employee must remain alert and responsive for long periods of time with limited opportunity for physical movement.
- Requires the ability to react calmly and think rationally in emergency situations.
- Shift Requirements: Work a variety of 8, 10, 12-hour or longer shifts. Work, daytime, nighttime, weekends, and holidays.

Salary: \$55,000 to \$60,000/year, Depending on experience.

How to Apply:

For immediate consideration, applicants should complete an employment application by visiting <http://www.umtownship.org/wp-content/uploads/2021/12/Application-UMT-Employment-DH-Update.pdf> and submit a **completed job application, cover letter and resume** via email to: hr@umtownship.org.

Equal Opportunity Employer * Applications will be accepted until the position is filled.