

To enrich education through diversity, The College of New Jersey is an Equal Opportunity Employer. The College has a strong commitment to achieving diversity among faculty and staff, and strongly encourages women and members of underrepresented groups to apply.

Post Date: November 2, 2023

Close Date: Continuous

Job Title: Public Safety Telecommunicator Trainee

NJ CSC Title: Public Safety Telecommunicator Trainee

Job Category: Classified, Non-Competitive, Non-Exempt, 40-Hour Workweek

Job Spec Code: 06229

Union Description: International Federation of Professional and Technical Engineers (IFPTE)

Class Code: 99

Salary: O99/\$43,623.77

Position Summary:

The College of New Jersey maintains its own Police Department. The Office of Campus Police Services' mission is to provide a safe and secure campus for our community. Our Police Department currently employs 30 staff who provide for the College community safety as well as the security of all property on campus. The Department consists of an Operations and Administrative Office: The Operation Section includes sworn police officers, security officers, and public safety telecommunicators and provides law enforcement and security services 24 hours, 7 days a week. Services provided by the Operations Section include calls for police services, taking reports of crimes and complaints, student and staff escorts, in addition to many other services. The Administrative Section provides administrative support to the department, which includes record keeping services, providing discovery for attorneys, and processes report requests for involved parties.

Campus Police Services is seeking candidates desiring a career in Law Enforcement for a Public Safety Telecommunicator Trainee position. Under the direction of supervisory personnel, the selected candidates will work in our internal 9-1-1 Communication & Dispatch Public Safety Answering Service.

The selected candidates will be responsible for monitoring alarms, CCTV, and performing a full range of radio, telephone and Emergency 9-1-1 duties. Selected Candidates will be trained and required to learn to utilize various types of electronic and/or manual recording and information systems used by the agency. They will also receive training in answering the telephone (emergency and non-emergency calls), radio and video display inquiries of the NCIC, ATS/ACS/CJIS/ANI/ALI for law enforcement agencies.

NOTE: This position is deemed as essential by the State of New Jersey and requires working during holidays, weekends, and during states of emergency. The Dispatch Center operates 24 hours a day, 365 days a year, and is segmented into shifts that cover 24 hours. Candidates must be flexible to work all shifts and be available for occasional mandatory overtime as needed for operational effectiveness. Shifts rotate approximately every six weeks.

Main Responsibilities:

- Process all incoming calls for service received via phone or in person, both emergency and non-emergency, adhering to stated policy and procedures
- Obtain, verify and record location of the emergency or service requested, name of caller, nature, severity and current status, obtaining any other appropriate information needed to secure a full assessment of the circumstances
- Dispatch and communicate with law enforcement, fire, EMS and other non-emergency service units, adhering to all applicable policies

- Screen incoming communications to recall and relate specific information and details both verbally and written
- Maintain control of a phone or walk-in call for service, and identify and ask open-ended questions to receive necessary intake information
- Work effectively, accurately, calmly, quickly and professionally, alone with minimal supervision or in a team, within a high-stress environment
- Possess clear communication skills, both verbal and written, with the ability to simultaneously process information (names/numbers/dates) from multiple sources and disseminate same accurately and quickly
- Confidentially process sensitive and personal information in a discreet and professional manner

Required Qualifications:

- High school diploma
- Valid driver's license
- Clear verbal and written command of the English language
- The ability to pass a thorough police background investigation
- The selected candidates must successfully complete training and obtain certification by the Office of Emergency Telecommunications Services (OETS) in the Department of Law and Public Safety during the 12-month trainee period. Candidates who successfully complete the trainee period will be eligible for advancement to the title of Public Safety Telecommunicator.

Preferred Qualifications:

- 1-3 years of experience dispatching police officers
- Working knowledge of Law Enforcement systems (NCIC/ATS/ACS/CJIS/MDT/E-Agent)
- 40-hour Basic Telecommunicator Course Certification
- 8-hour CPR Certification
- Strong customer service skills and the ability to see a task to its completion and/or pass-off said information to team members
- Computer savvy with the ability to learn and master new technologies
- Ability to answer multiple phone lines and prioritize multiple priorities
- Ability to ascertain the severity of a situation and make appropriate decisions based on minimal information
- Ability to summarize thoughts and information into a concise written reporting structure
- Ability to work varying shifts dependably, reliably, and consistently with minimal callouts
- Ability to sit for long periods of time with minimal breaks
- Ability work within a data center viewing multiple computer screens
- Ability to quickly and accurately type information on a standard keyboard
- Ability to perform calmly and professionally under pressure, with the ability to de-escalate highly emotional callers
- Adequate hearing and speaking skills necessary to accurately receive and report information

Persons with disabilities may request reasonable accommodations in order to perform the essential functions of the position. If the requested accommodation(s) cannot be made because it would cause the employer undue hardship, the applicant may not be eligible for the position.

Employer Qualifications:

- Final offer of employment is contingent upon the successful completion of background and reference checks.
- **Residency Requirement:** In accordance with the New Jersey First Act P.L. 2011 c.70, effective September 1, 2011, new public employees in certain positions (faculty exempt) are required to obtain New Jersey residency within one (1) year of employment. Applicants must meet the requirements listed.

About TCNJ:

TCNJ is a highly selective institution that has earned national recognition for its commitment to excellence. Founded in 1855, TCNJ has become an exemplar of the best in public higher education and is consistently acknowledged as one of the top comprehensive colleges in the nation. TCNJ currently is ranked as one of the 75 "Most Competitive" schools in the nation by Barron's Profiles of American Colleges and is rated the No. 1 public institution in the northern region of the country by U.S. News & World Report. TCNJ was named the #10 value in public higher education by the Princeton review in 2009 and, in 2006, was awarded a Phi Beta Kappa chapter - an honor shared by less than 10 percent of colleges and universities nationally. A strong liberal arts core forms the foundation for programs offered through TCNJ's seven schools - Arts & Communication; Business; Education; Humanities and Social Sciences; Science; Nursing, Health, and Exercise Science; and Engineering. TCNJ faculty members are teacher-scholars who share a commitment to liberal learning. TCNJ is located within an hour, by train, of New York City and Philadelphia. The College's campus is set on 289 tree-lined acres in suburban Ewing Township and is known for its natural beauty and has 39 major buildings.

Employee Benefits:

As a member of The College of New Jersey Community, you will be a part of an exciting and rewarding public university career. Eligible full-time employees will be able to take advantage of a generous benefits package that includes health, welfare, and retirement benefits, including:

- Comprehensive benefit plans covering medical, dental and prescription plans
- Generous leave entitlements program and Energy Savings Program
- Employee and dependant Tuition Waiver and Reimbursement Program
- Pension, retirement, and deferred compensation plans, group life insurance
- Employee Assistance Program (EAP)
- Employee affinity groups
- [New Jersey State Employee Discount Program](#) (Pet insurance, cell phone plan discounts, discounted amusement park tickets, etc.)
- Access to extensive learning opportunities

To view a comprehensive list of benefits available to employees, visit our [Health Benefits Plans and Programs](#) page to learn more!

Application Instructions:

Qualified candidates should apply online at: careers@tcnj.edu and submit a letter of interest, resume (CV), as well as the names and contact information for three professional references. Applications will be considered until a viable candidate is selected. Final offer of employment will be contingent upon successful completion of a background investigation, drug screening and employer funded physical.

SAME Applicants:

If you are applying under the New Jersey "SAME" program, your supporting documents (Schedule A or B letter), resume (CV), as well as the names and contact information for three professional references by the closing date listed above to: same@tcnj.edu. For more information on the SAME program visit their website at: <https://nj.gov/csc/same/overview/index.shtml>, email: SAME@csc.nj.gov, or call CSC at: 833-691-0404.