



VACANCY ANNOUNCEMENT

Public Safety Telecommunicator Trainee

Job Number: 499096
Category: Security/Public Safety
Facility: Rowan Main Campus
Department: Public Safety
Status: Regular Full-time
Internal/External: External
Deadline Date: 12/01/2023 (11:55pm)
Salary: O13
Location: Glassboro, NJ

Summary:

- The Rowan University Department of Public Safety is looking for a reliable Dispatcher (Public Safety Telecommunicator Trainee) to act as a communication point for emergency and non-emergency calls. The ideal candidate must be primarily an excellent communicator and able to remain calm and composed, especially in emergency situations. You must be able to multi-task as well as take the appropriate action with little supervision. The goal is to enable different parties to communicate well by ensuring the accurate and timely transmission of information.

Major Duties:

- Receives emergency and non-emergency calls and efficiently gathers, evaluates, prioritizes, and documents information from callers.
- Dispatches police, security, EMS field units and other related services to specific locations using a computer aided dispatch system, multiple video display terminals, two-way radio dispatch console consisting of 7 radio channels and related equipment.
- Evaluates incoming reports of police, security, and EMS; immediately transmits complete and accurate information to appropriate field personnel.
- Monitors, coordinates and accurately maintains the status of incidents and record of dispatched emergency service personnel and apparatus.
- Receives and disseminates information from other law enforcement and emergency service computer networks related to jurisdictional requests for police, fire or medical service assistance, or to notices of wanted persons, stolen property, warrants and all points bulletins and maintains confidentiality of information.
- Maintains familiarity with area geography including additional campuses, campus buildings, and surrounding areas.
- Maintains up-to-date understanding of public safety policies and procedures for the Department of Public Safety at Rowan University.
- Responds to routine and non-routine inquiries regarding police, security, or EMS; properly classifies and prioritizes any report or complaint information and determines appropriate course of action; provides appropriate referrals as necessary.

Preferred Qualifications and Skills:

- Valid Driver's License
- Proficient in typing for quick paced data entry
- Organizational and multi-tasking abilities
- The ability to develop and maintain cooperative and professional relationships with fellow employees, representatives from other departments, and supervisors
- The ability to use judgment and decision-making skills to evaluate situations, establish priorities, and resolve matters
- The ability to think quickly

- The ability to work under stressful situations
- The ability to actively listen, communicate effectively through clear speech via radio and telephone
- The ability to follow instructions
- The ability to establish priorities and pass on information as needed
- Proven experience as a dispatcher or relevant position
- Basic 9-1-1 Certification
- EMD (Emergency Medical Dispatch) Certification
- CPR Certification
- NCIC/CJIS/AOC

Requirements:

- Upon the successful completion of the twelve (12) month training period, appointee will be eligible for advancement under Civil Service Commission procedure to the title Public Safety Telecommunicator. The inability of an employee to attain a level of performance warranting advancement to the title listed above shall be considered as cause for separation.

Salary:

- Range 013, Step 1 \$43,623.77

Hours:

- This position works various 8-hour shifts or longer if needed. This includes days, nights, weekends, and/or holidays.

Note:

- Rowan University is an Equal Opportunity Employer and values diverse people and abilities. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of this position. Candidates must be legally authorized to work in the US, and the university will not sponsor an applicant for a work visa for this position.
- Please note that this position is subject to the NJ First Act, requiring public employees to establish residency in the State of New Jersey. See N.J.S.A. 52:14-7 (L. 2011, Chapter 70) for further information.
- Only completed online applications submitted on or before the posted deadline will be considered.

SAME APPLICANTS: If you are applying under the NJ "SAME" program, your supporting documents (Schedule A or B letter), must be submitted along with your application/resume by the closing date indicated above. 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.

To view the vacancy announcement in its entirety and to apply online, please visit: <https://jobs.rowan.edu/en-us/job/499096/public-safety-telecommunicatorpublic-safety-telecommunicator-trainee-department-of-public-safety>