



**CITY OF JERSEY CITY
DEPARTMENT OF ADMINISTRATION
DIVISION OF HUMAN RESOURCES**



CITY HALL | 280 GROVE STREET | JERSEY CITY, NJ 07302
P: 201 547 5217

STEVEN M. FULOP
MAYOR OF JERSEY CITY

JOANNE ROSA
DIRECTOR

**Job Opening:
Public Safety Telecommunicator**

Department: Public Safety

Division: Communications Center

Exempt/Non-Exempt: Non-Exempt

Union/Management: Local 246

Full-Time/Part-Time/Seasonal: Full-Time

Workweek: Varied shifts

Salary: \$41,600/year. Competitive Jersey City retirement and health benefits package available, including pension, dental, medical, prescription, FSA (flexible spending account), life insurance, and more.

The City of Jersey City is looking to hire several Public Safety Telecommunicators (Fire Dispatchers, 911 Dispatchers, and Police Dispatchers) to work in the City's 911 Call Center. These roles will be responsible for receiving and responding to telephone or other electronic requests for emergency assistance, including law enforcement, fire, medical, or other emergency services and/or dispatches appropriate units to response sites.

Job Duties:

- Receives telephone or other electronic requests for emergency assistance.
- Determines the nature of calls and transfers callers to the appropriate emergency unit.
- Obtains, verifies, and records emergency locations, name of callers, the nature, severity, and current status of emergencies, and obtains any other appropriate information needed to secure a full assessment of the circumstances.
- In response to medical emergencies, provides first aid or CPR instructions to stabilize the medical condition of persons until the arrival of a professional.
- In non-medical emergencies, provides precautionary instructions and advice to assure personal safety of persons and/or to minimize the loss of property pending arrival of fire, police, or other assistance.
- Refers non-emergency situations to other appropriate public or private agencies and may dispatch non-emergency personnel or equipment.
- Relays information or instructions to field units via radio or mobile data terminal.
- Utilizes video display terminal or computer-oriented or radio equipment to receive, monitor, record, summarize, and/or transmit data relating to the emergency.
- Dispatches specific law enforcement, fire, or medical assistance units to emergency locations based on pre-established response plans, and seeks guidance from supervisory personnel when circumstances warrant significant deviation from pre-established response plans.
- Performs other duties as assigned.



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- Preferred Experience: Experience in receiving, transmitting, and relaying of video display and/or radio messages, recording complaints and requests for emergency assistance, or other relevant public safety experience is a plus.

Required Education: High School Diploma or GED.

MINIMUM QUALIFICATIONS:

- MUST BE 18 YEARS OF AGE
- LIVE IN THE STATE OF NJ
- MUST BE ABLE TO TYPE 25 WPM
- BE ABLE TO PASS A WRITTEN EXAM THAT INVOLVES, LISTENING AND READING
- COMPREHENSION, AND PROBLEM-SOLVING SKILLS
- MUST BE ABLE TO GO THROUGH A COMPLETE BACKGROUND CHECK
- MUST BE AVAILABLE TO WORK OVERTIME
- TRAINING IS DONE ON THE JOB AFTER YOU ARE HIRED AND IT IS PAID.

Essential Skills:

- Ability to remain calm and composed in high-pressure situations.
- Demonstrates organizational and record-keeping skills.
- Strong verbal and communication skills.
- Exceptional interpersonal skills with the ability to work collaboratively and foster professional relationships with direct reports, supervisors, callers, and emergency units.
- Ability to work independently with minimal supervision.
- Detail-oriented with strong interpersonal skills with the ability to create and maintain positive and professional relationships with supervisors, senior participants, and lunch site hosts.
- Communicate with diverse populations.
- Passion for serving the senior citizen community.
- Ability to work in a fast-paced environment with significant people interaction.
- Ability to quickly learn new computer programs; experience with Microsoft Office, a plus.

This is a Civil Service Job and you must eventually pass and qualify for the applicable Civil Service title.

To apply for this job with the City of Jersey City fill out our [Employment Application](#).

Please note that this role is subject to the residency requirements set forth by the NJ First Act.