



# CITY OF JERSEY CITY

## DEPARTMENT OF HUMAN RESOURCES



CITY HALL | 280 GROVE STREET | JERSEY CITY, NJ 07302  
P: 201 547 5217 | F: 201 547 5022

### Public Safety Telecommunicator

**Department:** Public Safety  
**Division:** Communications  
**Exempt/Non-Exempt:** Non-Exempt  
**Union/Management:** Union  
**Full-Time/Part-Time/Seasonal:** Full-Time  
**Workweek:** Varied shifts

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 dispatching 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, names 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.

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*

The City of Jersey City is an Affirmative Action/Equal Employment Opportunity Employer and complies with all applicable federal and state laws, rules and regulations relating to anti-discrimination and anti-harassment.



## CITY OF JERSEY CITY DEPARTMENT OF HUMAN RESOURCES

CITY HALL | 280 GROVE STREET | JERSEY CITY, NJ 07302  
P: 201 547 5217 | F: 201 547 5022



**Required Educational Background:** GED or High School degree or higher or ability to pass a standard competency examination.

**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.

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

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

**Please note this role is subject to the residency requirements set forth by [NJ First Act](#).**

The City of Jersey City is an Affirmative Action/Equal Employment Opportunity Employer and complies with all applicable federal and state laws, rules and regulations relating to anti-discrimination and anti-harassment.