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**CITY OF JERSEY CITY**  
**DEPARTMENT OF HUMAN RESOURCES**  
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NANCY RAMOS  
DIRECTOR

**JOB OPENING:**

**PUBLIC SAFETY TELECOMMUNICATOR (Seasonal Hires)**

**(Immediate Need!)**

**Department:** Public Safety

**Division:** CCTV

**Exempt/Non-Exempt:** Non-Exempt

**Union/Management:** N/A

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

**Workweek:** Varied (SHIFTS)

**Hours:** Up to 20 hours/week

**Salary:** Starting \$19/Hour\*

\*Additional \$1/hour for working second shift (3pm-11pm);

Additional \$3/hour for working third shift (11pm-7am), weekends, or holidays

The City of Jersey City is looking to hire several seasonal employees to work in the City's 911 Call Center. Our 911 Call Center Public Safety Telecommunicators receive and respond 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 the call and may transfer caller to appropriate public safety dispatch points (PSDP) upon determining the nature of the call.
- Obtains, verifies, and records the location of the emergency, the name of the caller, the nature, severity, current status of the emergency, and 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 professional medical assistance.
- In non-medical emergencies, provides precautionary instructions and advice to help assure the personal safety of persons and/or to minimize the loss of property, pending the 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.
- Utilizes radio, telephone, computerized, or other electronic equipment to dispatch specific law enforcement, fire, or medical assistance units to the scene of an emergency based on pre-established response plans, and seeks guidance from supervisory personnel when circumstances warrant significant deviation from pre-established response plans.

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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.

- May make entries, inquiries, cancellations, and modifications of records in various systems and databases.
- Will be required to learn utilize various types of electronic and/or manual recording and computerized information systems used by the agency, office, or related units.

*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.*

**Required Educational Background:** GED/High School Degree or Higher, or ability to pass standard competency examination

**Experience:** None needed

**Essential Skills:**

- Ability to remain calm and composed in high pressure situations
- Well-organized and focused
- Ability to communicate clearly
- Ability to work together with other members of a team

**Preferred Qualifications:** Experience in work involving the receiving, transmitting, and relaying of video display and/or radio messages, and in the receiving, relaying, and recording of complaints and requests for emergency assistance; any other relevant public safety experience.

**NOTE:** All applicants under consideration will be required to pass a typing test and general assessment. Further, all offers of employment are contingent upon the successful completion of a background check and pre-employment physical.

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