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## Employee Job Description

Department: E-911 Center

Position Title: Telecommunicator/Dispatcher (Full Time and Part Time)

Pay Classification: TCE 07

FT Dispatchers – Starting wage \$23.12/hr.  
\$23.58/hr. after 6 months and \$24.21/hr. after one year  
Paid Vacation and Sick time  
13 Holidays per year  
Full Medical/Dental/Vision Package available  
County Pension Plan  
Full Training program provided

PT Dispatchers - (Starting Wage \$21.10/hr.)  
\$23.12/hr. after 520 hours completed  
Shift Differentials paid for Afternoon and Mid. Shift work  
Full Training program provided  
Full Time opportunities after training is complete

Reports To: EMA Director and E911 Deputy Director

Date of Job Description Creation/Update: 1/7/2026

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### **Position Summary:**

Specialized work in telecommunications at the highest level operating a public safety communications network that involves receiving, recording, evaluating, and transmitting requests for emergency and non –emergency response for police, fire EMS and other services from citizens and emergency field units.

### **Position Requirements:**

- Must have a clear and distinct speaking voice with good handwriting and typing skills and the ability to type at least 30 WPM.
- Must have the ability to stay calm under extreme pressure with the ability of quick recall of information and procedures.
- Must be able to work shifts, weekends, and holidays as scheduled by supervisors.
- Ability to work with considerable independence as to critical decision making based on procedures and practices of the communications center.

- Possess skills in operating standard emergency radio equipment, automatic alarm monitoring devices, computer aided dispatch (CAD) and other telecommunicating equipment.
- Ability to obtain information from excited people and to establish priorities.
- Ability to learn all functions and jurisdictions pertaining to and have a thorough knowledge of county geography.
- Ability to pass a state test on CLEAN (Commonwealth Law Enforcement Assistance Network) computer system within 60 days of hire.
- Ability to take and carry out orders from supervisors.
- Ability to meet established audio logical testing minimums.
- Ability to handle confidential information from Federal, State and Local law enforcement as well as HIPAA.
- Ability to attend and pass courses in Emergency Medical Dispatch, Emergency Fire Dispatch and Emergency Police Dispatch
- Ability to attend and pass a 40-hour basic telecommunicator course (APCO)
- Ability to attend and pass a basic state certification for Pennsylvania Emergency Management Agency
- Ability to pass a background check and become certified in CLEAN and JNET.
- Ability to attend and pass FEMA courses IS-100 and IS-700
- Ability to understand basic mapping skills for the purpose of call delivery
- Ability to multitask.

**Certificates and Licenses:**

- Possess a minimum of a high school diploma
- Possess a valid driver's license.
- Must be able to complete CPR Certification and training

**Position Duties:**

- Receive from public telephone calls for emergency and routine response for police, fire and EMS services.
- Operate all telephone, computer aided dispatch, and radio equipment in the center to obtain needed information to assure the correct emergency response is sent to the appropriate location.
- Enter data into and retrieve data from electronic data processing systems that includes but not limited to, emergency information systems entries, CLEAN/NCIC file entries, and fire and EMS computers.
- Maintain any required local fire alarms, burglar alarms, test sirens, pagers and radio systems.
- Maintain extensive records of events, circumstances and actions initiated for all incidents processed during the work shift.
- Ensure that all equipment in the communications center is in operating condition and report any that is not to the supervisor.
- Maintain good communications with various police, fire and emergency agencies in Mercer County and surrounding counties.
- Performs other related tasks or duties as may be required or assigned by supervisors.
- Required to attend and maintain certifications on all systems
- Answer and process calls for after hours outside agencies such as Children and Youth Services and Mental Health

**Physical Requirements:**

- ◆ Job allows standing, sitting, and walking at will.
- ◆ Must have the ability to engage in frequent or constant phone and computer use to include regular data entry via a keyboard/mouse.

**To Apply:**

Please complete the standard [County of Mercer Application](#) and send a letter of interest, salary history, and your resume to the following:

Mercer County  
HR Department  
125 S Diamond Street, Suite 17  
Mercer, PA 16137  
[hr@mercercountypa.gov](mailto:hr@mercercountypa.gov)

Applications can be submitted via USPS, e-mail, or hand delivered.

**Deadline to Apply: May 15, 2026**

The E911 Center test of Basic Skills will be conducted prior to interviews. Qualified applicants will be called to select a testing time.