

Telecommunications Specialist

Port Authority is seeking a Telecommunications Specialist to process incoming telephone and radio calls, dispatching the appropriate police, fire, and emergency medical services units, as needed. To monitor activities throughout Port Authority subway stations ensuring the safety of employees, property and the general public.

Essential Functions:

- Observe monitors throughout the subway stations ensuring that no unusual or threatening acts are taking place against Port Authority employees, property, and the general public.
- Process incoming calls from the public via emergency and non-emergency telephone lines.
- Make response decisions regarding police, fire, and emergency medical services, dispatching appropriate agency.
- Follow proper procedures and techniques in communicating with transit/local police, emergency medical services, and fire departments.
- Answer the emergency patron phones located in the subway, as required.

Job requirements include:

- High School Diploma or GED.
- Minimum of one (1) year experience within the emergency response/security services field.
- Professional and effective communication skills.
- Obtain and maintain CLEAN (Commonwealth Law Enforcement Assistance Network) certification within 90 working days.
- Must be willing to successfully complete the course required for APCO Certification (basic telecommunications training) and other courses, as assigned by supervisor.
- Demonstrated ability in the use of Windows.
- Must be able to work extended shifts, as needed.
- This is a Safety-Sensitive position subject to all testing provisions under the Drug and Alcohol Policy, including random drug and alcohol testing. The person selected for this position may be required to be tested prior to being awarded the job.



We offer a comprehensive compensation and benefits package. Interested candidates should forward a cover letter (*with salary requirements*) and resume to:

Glenn Huetter
Employment Department
345 Sixth Avenue, 3rd Floor
Pittsburgh, PA 15222-2527
GHuetter@portauthority.org
EOE