

Telecommunicator

Dept: Emergency Services

FLSA Status: Non-Exempt

General Definition of Work

Performs intermediate technical work on an assigned shift dispatching law enforcement, fire, emergency medical service and non-emergency calls for service, and related work as apparent or assigned. Work is performed under the moderate supervision of the Lead Telecommunicator.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Operates emergency communication system; answers all emergency and non-emergency calls; receives complaints and requests for service; obtains necessary information and dispatches medical, fire and law enforcement personnel and/or advises callers of proper contact for assistance or information.
- Operates a computer terminal; transmits and receives information via Department of Criminal Information (DCI) and National Crime Information Center (NCIC) networks; enters medical, fire and law enforcement calls into computer aided dispatch system.
- Monitors radio channels for medical, fire and law enforcement agencies; maintains radio contact with dispatched personnel.
- Provides directions to responding units using computer mapping system.
- Serves as liaison to various agencies including on-call personnel, magistrates, medical examiner, animal control, state highway patrol, etc.
- Answers non-emergency and after hours calls for various departments.
- Maintains communication logs and reports including the nature of calls, actions taken and time involved.
- Performs pager announcements and tests for medical and fire departments.
- Monitors public and private fire and security alarm systems; activates monitors to dispatch fire and rescue squads as needed.
- Provides requested information to local attorneys and the Sheriff's office.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

Knowledge, Skills and Abilities

General knowledge of the methods of operating the communication system; general knowledge of radio and teletype procedures; general knowledge of the geography of the County and location of important buildings; general knowledge of law enforcement forms, terminology and records; general knowledge of departmental programs, policies and procedures; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to maintain required certifications; ability to respond to work during emergency situations or inclement weather; ability to perform a considerable volume of detailed work; ability to type accurately at a reasonable rate of speed; ability to speak distinctly; ability to deal with the public under stressful conditions and remain calm; ability to follow, both oral and written directions; ability to operate standard office equipment and personal computers including some knowledge of applicable software packages; ability to establish and maintain effective working relationships with associates and the general public.

Education and Experience

High school diploma or GED and less than one year experience working as a telecommunicator, in emergency services, stressful situations, or equivalent combination of education and experience. An

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individual that has no previous Emergency Dispatch experience or who has previous Emergency Dispatch experience but is not currently certified in Emergency Medical Dispatch and Division of Criminal Information will be placed at the work against pay rate until training is complete and all required certifications are obtained.

Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel, reaching with hands and arms and repetitive motions and occasionally requires standing, walking, stooping, kneeling, crouching or crawling, pushing or pulling and lifting; work requires close vision, ability to adjust focus, depth perception, color perception and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

- Emergency Medical Dispatcher (EMD) certification.
- Local credentialing/re-credentialing.
- CPR/First aid certification.
- Division of Criminal Information (DCI) certification.

Competencies

Business Ethics: Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values

Communications: Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects & uses appropriate communication methods

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service

Dependability: Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines

Job Knowledge: Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively

Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

Relationship Building: Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints

Initiative: Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed

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I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date