

## TELECOMMUNICATOR

### FUNCTION OF THE JOB

Under supervision, performs work involving emergency and non-emergency call-taking and dispatching of law enforcement, fire and EMS agencies in response to requests for assistance by the public, and aids in dispatching and coordinating the agencies in accomplishing their official duties; and to perform other duties as required.

### CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Answers emergency and non-emergency telephone calls using computerized equipment; identifies the nature of the incident and the proper agencies to respond; refers the caller or relays the message when further internal action is not required.
2. Receives emergency and non-emergency complaints and requests for services from citizens, internal County departments and public safety personnel such as law enforcement, fire, and EMS.
3. Maintains an activity status record of units; selects proper unit to respond based upon incident criteria; alerts units of needed response; tracks acknowledgement of dispatch messages and well-being of response resource; alerts additional units for response based upon incident or message criteria; serves as command and control mechanism for client agencies.
4. Serves as an information resource to response units and the general public; relays requests for information through data sources and returns response to units; locates requested information through additional sources as resources permit; acts as liaison between public officials and the general public.
5. Provides life-saving and scene safety instructions for Emergency Medical Dispatch (EMD) or Emergency Fire Dispatch (EFD).
6. Monitors specific radio channels for surrounding agencies to ensure awareness of mutual aid for high priority situations.
7. Operates radio transmitters in accordance with Federal Communications Commission rules regulations and County procedures and policies; operates voice and message retrieval systems; operates data processing systems in accordance with required rules and regulations; maintains confidentiality of information; and periodically performs testing of electronic and mechanical equipment to indicate proper performance.
8. Operates the Time System (TIME) used for driver's license checks, registration checks, checks for wanted persons, etc.
9. Operates varied and complex computerized communication and emergency warning systems equipment.
10. Processes calls for service and communicates by radio, phones, and computers with units in the field.
11. Participates in job related training sessions and seminars; observes field operations of public safety response units; attends required staff meetings and keeps certifications current as required by management.
12. May be assigned to assist in the training of telecommunicators and provide feedback to both the employee and supervisor.
13. Records information and maintains necessary and accurate records of activity and performance.
14. Establishes and maintains effective working relations with coworkers, the public and law enforcement, fire and EMS personnel.
15. May perform the duties of Operator in Charge (OIC) or Certified Training Officer (CTO) as assigned.
16. May participate in various communication center work groups.
17. Performs other duties as required.

## QUALIFICATIONS

### Essential Knowledge and Abilities

1. Considerable knowledge of the procedures and methods of operating specialized computer communications equipment, telephones, teletype, and two-way radio.
2. Considerable knowledge of the proper arrangement of material for transmission including priority of messages.
3. Considerable knowledge of the location of federal, state, and county highways, town roads, and city streets within the County's geographical limits.
4. Considerable knowledge of basic computer operations, data entry, and retrieval.
5. Considerable knowledge of departmental standard operating procedures, practices, rules, and regulations.
6. Working knowledge of Federal Communications Commission rules and regulations.
7. Ability to read, write and speak English fluently; speak clearly; hear and understand radio, telephone and verbal communications.
8. Ability to work for extended periods of time at a dispatch console.
9. Ability to respond to emergency situations and work a varied and flexible schedule.
10. Ability to prioritize decisions based upon multiple criteria and identifiable standards of policy and procedures.
11. Ability to comprehend and follow oral and written instructions, and to think and react calmly and quickly in all types of situations.
12. Ability to compile, analyze, record, and assemble data and information in a meaningful and effective manner and make good decisions and judgments.
13. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.
14. Ability to multi-task.
15. Ability to read a map; and to maintain a mental picture of the geographical location of law enforcement, fire and EMS vehicles, and their status.
16. Ability to establish and maintain effective working relationships with coworkers, the public, and law enforcement, fire and EMS personnel.
17. Ability to keyboard at a speed of 40 net words per minute.

### Training and Experience

1. High School Diploma or GED.