TELECOMMUNICATOR
SALARY GRADE: 62
SALARY RANGE: $30,040-$46,562

General Statement of Duties

Performs intermediate technical work on an assigned shift dispatching law enforcement, fire, emergency medical service and non-emergency calls for service, maintaining records and files, and preparing reports.

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.

Distinguishing Features of the Position

An employee serves as a Telecommunicator by operating a computer aided radio dispatch system and advanced telephone equipment on an assigned shift. Work involves receiving incoming calls associated with the county and city law enforcement, fire departments, emergency EMS and rescue services, and other public safety programs, providing accurate and timely transmittal of emergency messages which often involves difficult emergency situations affecting human safety and well-being. After an initial training period under close supervision, employees are assigned to a shift to receive calls and dispatch appropriate personnel in accordance with established procedures. Considerable tact and firmness must be exercised in obtaining information from distressed persons. Employees must use considerable independent judgment and initiative in receiving messages, responding to emergency situations, and dispatching calls. Work is performed in accordance with standard departmental policies and procedures and is supplemented by specific instructions when necessary. Work requires no exposure to environmental conditions. Work is performed under the moderate supervision of the Telecommunications Supervisor and is evaluated in terms of adherence to departmental policies and procedures and by accuracy and effectiveness of dispatching.

Duties and Responsibilities

Essential Duties and Tasks

- 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.
- Serves as liaison to various agencies including on-call personnel, magistrates, medical examiner, animal control, State highway patrol, etc.; coordinates assistance with other agencies.
- Operates DCI equipment to obtain driver and criminal history and transmits information to law enforcement officers in the field.
- Monitors and operates TDD/TTY telecommunications equipment to communicate with hearing-impaired callers.
- Tracks law enforcement officers and checks on officer safety.
- Maintains a computer log of complaints and services requested; maintains knowledge of location and activities of various emergency response personnel; prepares activity reports.

- Receives and provides home and business alarms to law enforcement officials and fire fighters, as requested; notifies key holders of activation of alarms.
- Provides after hours call taking for county and municipal utilities, public works, animal control and other calls.
- Monitors severe weather alerts from the National Weather Service.
- Provides information and advice to public as requested.

Additional Job Duties

Performs other related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

- General knowledge of County and department policies and procedures.
- General knowledge of the geographical layout of the County as to location of streets, important buildings and other landmarks, and of the various law enforcement, fire and EMS districts and services.
- General knowledge of the operation of computer aided dispatch and sophisticated telephone systems as well as two-way radio equipment.
- General knowledge of applicable Federal and State laws, rules and regulations governing transmission by radio and teletype.
- General knowledge of the use of specialized law enforcement package software.
- General knowledge of related Federal Communication Commission regulations.
- General knowledge in the use of applicable software (e.g. Southern Software CAD/RMS, NCAWARE, etc).
- Skill in the operation of two-way radio equipment.
- Ability to exercise sound judgment in emergency situations and extract needed information from the caller.
- Ability to multi-task while listening to various radio traffic and taking and handling multiple calls for service while maintaining on-going records of activities.
- Ability to speak clearly, distinctly and politely.
- Ability to deal tactfully, firmly and courteously with the public under the stress of emergency conditions.
- Ability to prepare, enter data, and maintain files, records and reports.
- Ability to understand and follow oral and written instructions.
- Ability to establish and maintain effective working relationships as necessitated by work assignments.

Physical Requirements

- Must be able to physically perform the basic life operational functions of reaching, lifting, fingering, grasping, talking, and hearing.
- Must be able to perform sedentary work exerting up to 10 pounds of force occasionally to move objects.
  Work requires preparing and analyzing written or computer data.

Desirable Experience and Education

Graduation from high school, or an equivalent combination of education and experience.

Special Requirements

- Obtain DCI within 90 days of hire, EMD certification and NC Telecommunicator certification within 1 year of hire.
- Possession of a valid North Carolina driver's license.