

TELECOMMUNICATOR I

CURRITUCK COUNTY JOB DESCRIPTION

JOB TITLE: TELECOMMUNICATOR I

COMMUNICATIONS DEPARTMENT

POSITION DESCRIPTION

Performs skilled dispatching work in the Communications Center. Operates a telephone, two-way radio and other communications equipment in answering requests for fire, law enforcement, EMS or related assistance. Works on rotating or fixed shift and is expected to handle all assignments in an independent manner. Work requires judgment and discretion in handling all routine and emergency situations including the ability to remain alert throughout a shift. Employee must also have a working knowledge of the layout of the County and be able to speak clearly and distinctly. Work is performed under general supervision and is reviewed through observation, discussions, and review of records maintained. Reports to the Communications Supervisor.

ESSENTIAL JOB DUTIES AND FUNCTIONS

Operates telephone, two-way radio and other communications equipment on an assigned shift to answer requests for assistance for fire, law enforcement, EMS, and various local and State agencies.

Answers all calls and dispatches equipment and personnel as necessary and in accordance with established procedures.

Coordinates major incidents to ensure all proper notifications are made and assists in call handling if necessary.

Processes medical calls using IAED EMD protocols and provides pre-arrival and post-dispatch instructions to callers in accordance with established protocols.

Monitors dispatched units' activities; provides updated information to field units as information is received.

Monitors internet application 3SI alarm system for Navy Federal Credit Union; dispatches appropriate personnel upon receipt of alarm.

Operates a computer terminal; transmits and receives information via Department of Criminal Information (DCI) and National Crime Information Center (NCIC); prepares criminal and drivers histories upon request.

Broadcasts weather alerts, road closings, be-on-the-lookouts; requests mutual aid from other County agencies as requested.

Informs supervisor of unusual assistance calls, equipment breakdowns, or related matters needing immediate decisions.

Responsible for housekeeping in immediate console/dispatch room.

Assists with staffing the Emergency Operations Center (EOC) and other Emergency management duties as required.

Performs related work and other duties as assigned by the supervisor.

JOB KNOWLEDGE, SKILLS, AND ABILITIES

Working knowledge of the operation of two-way radio equipment and related FCC regulations.

Working knowledge of the geography of local and surrounding areas.

Working knowledge of CAD, computerized telephone system and voice recording equipment.

Working knowledge of TTY and Text to 911 operations.

Ability to learn, understand and apply traditional training and education.

Ability to respond to work during emergency situations or inclement weather. Ability to work a flexible schedule when circumstances necessitate. Must be able to work effectively despite sleep pattern disruptions.

Maintain confidentiality and state information on a "need to know" basis.

Ability to exercise sound judgment in emergency situations.

Ability to speak clearly, distinctly and politely.

Ability to deal calmly, tactfully, and courteously with the public, fellow staff and responders.

Ability to maintain simple but effective files.

Ability to learn, understand and apply additional training and education.

Possess the necessary skills to operate sophisticated computer and console equipment.

Ability to perform duties efficiently and effectively under all circumstances.

Maintain compliance in all categories of the EMD program.

QUALIFICATIONS

Must be a US citizen, high school graduate or equivalent, at least 21 years of age and possess valid North Carolina Driver License. Must maintain continuous home and/or personal cell telephone service and possess reliable transportation.

As part of pre-screening process must pass computerized aptitude testing with a passing score of 80%.

Required to obtain NC DCI Certification within 120 days of indoctrination.

Within 12 months of employment must successfully complete the following: The NC Sheriffs' Education and Training Standards Commission Telecommunicator Officer Course; CPR and IAED EMD Certification. As directed by the Communications Supervisor, must complete Incident Command System (ICS) training including but not limited to IS-100, 200, 700 and 800.

Continuously maintain all above mentioned certifications and obtain continuing education requirements.

Must be able to demonstrate PC proficiency in word processing, spreadsheets, internet and email use.

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 and in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects and uses appropriate communication methods.

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Responds promptly to customer needs.

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. Must maintain a working knowledge of all public safety communications equipment, practices, and procedures including but not limited to: computer aided dispatch, radio, mapping, telephone and emergency protocols.

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 across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and is tolerant of 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.

WORK ENVIROMENT

Work is performed in an indoor, tight spaced environment with stationary seating, surrounded by several computerized monitors. The majority of time is spent seated however tele-communicators have freedom to stand and move in a limited area. Work entails extensive keyboarding and manual dexterity, also reaching, stretching, bending, and lifting of standard dispatch supplies, materials, maps, binders and flip cards.

ESSENTIAL PHYSICAL SKILLS/DEMANDS

Physical Requirements: Must be able to see and use all related communications equipment, computer monitors, telephones and radios including hand and foot pedals, TTY's, copiers, fax machines, etc. Requires the ability to exert up to 25 pounds of force occasionally and a negligible amount of force frequently. Must be able to sit or stand for extended periods of time with limited range of mobility.

Keyboarding Skills: Must have the ability to type accurately on a computer keyboard while conversing with callers- accurately record data without transposing numbers or information. Required to engage in repetitive hand motions.

Interpersonal Communication: Requires the ability to speak and or signal people to convey or exchange information. Includes receiving instructions, assignments or directions from supervisors.

Manual Dexterity: Requires the ability to handle a variety of equipment/items, such as keyboards, control knobs, toggle switches, etc.

Vision Acuity: Must have the ability to read and discern visual images on a variety of media using normal eyesight or corrective lenses. Corrected vision should be at least 20/30 in each eye. Must have the ability to distinguish between colors on a color coded computer screen in order to perform essential job tasks.

Hearing Acuity: Must have the ability to hear and understand sound sources coming through a communications headset and or standard telephone receiver, including the ability to hear and understand other sound sources while wearing a headset. In order to perform the essential job tasks, you must be able to hear and differentiate speech/transmissions at various intensity levels.

Physical Communication: Requires the ability to talk and hear. Must be able to hear, understand and respond to verbal information in person, or by phone including difficult to understand callers. Must hear, understand and respond using radio transmitters and receivers, radio consoles, telephone/radio headsets, and other complex communications equipment.

Judgement: Must have the ability to effectively prioritize situations and information and make appropriate decisions based on the information received. Must have the ability to learn and apply new information; ability to handle multiple streams of information simultaneously; ability to remember numerous details.