

## Emergency Telecommunicator

### GENERAL SUMMARY

Primary function of the job is to take calls and dispatch emergency and non-emergency units and personnel, as well as provide emergency medical instructions to callers. Work requires interpretation, analysis, and anticipation of effect to resolve problems. Employees in this job have no formal supervisory role, however, work as part of a team and are responsible for ensuring that the team meets its objectives.

Employees must meet the minimum requirements, conditions of employment, and be able to successfully perform all essential duties and responsibilities with or without reasonable accommodations.

Central Dispatch is a 24-hour operation, and, therefore, this position may require irregular hours. May also be required to work on-call in an emergency.

### PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Takes emergency and non-emergency requests for assistance, dispatching appropriate unit, and maintaining contact with responding units to gather and supply information.
- Provides emergency medical instructions via communication equipment, verbatim, per a prescribed format.
- Monitors police traffic interacting with citizens, witnesses, suspects, and/or other applicable parties to assist in the safety of personnel and gather and report on information.
- Tracks arrests and prepares related paperwork for data entry.
- Enters a variety of information into applicable database(s).
- Answers routine questions for emergency service staff and dispatches orders for commanders.
- Receives and processes a variety of time sensitive data and information in assigned area of responsibility.
- Sorts, files, and maintains materials (paper, computer, or imaging), retrieves file materials, and keeps a record of file movement.
- Obtains critical data from various sources for warrants and enters LEIN and local data base.
- May perform other support staff functions as requested.

### EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- High School Diploma or G.E.D. supplemented by advanced college coursework in data processing or related field.
- Less than 3 months related experience.

### **CERTIFICATIONS, LICENSES**

- Must be able to pass the NENA (National Emergency Number Association) Hearing Standards for Public Safety Telecommunicators, as outlined in Document 54-002 and dated June 10, 2006

**CONDITIONS OF EMPLOYMENT** (minimum requirements - legal or contractual pre- employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check will be required initially and may be required periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include but is not limited to: confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position

### **DISTINGUISHING CHARACTERISTICS**

Work requires gathering and analyzing information to determine the best course of action, based on general guidelines or rules of operations. Use of judgment to choose alternatives, many of which may be correct, but one is better than another depending on the situation. Errors could lead to the loss of life or major harm or life impairment.

Compared to a Dispatch Supervisor, does not supervise staff

### **PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS**

- Work is performed in an office environment
- May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel
- May be required to lift/move up to 50 pounds (such as a box of paper)
- Incumbent serves in an "on-call" capacity.
- Must be able to work all shifts, weekends, and holidays for this 24-hour operation and be able to work mandatory overtime

**KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES** (minimum requirements)

- Proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Knowledge related to the department or function, and general County operation and organization
- Ability to detect errors, determine causes, and make corrections as appropriate
- Skill in operation of modern office equipment such as personal computer, facsimile, copiers, scanners, and telephones
- Skill in use of personal computer software, including advanced spreadsheet development and word processing
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Ability to remain calm in stressful situations and to manipulate calls when necessary to gain essential information
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Skilled in researching and resolving complex problems to ensure compliance
- Ability to consistently demonstrate sound ethics and judgment
- Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity
- Ability to maintain the confidentiality of information and professional boundaries
- Ability to use County resources effectively and efficiently