

911 TELECOMMUNICATOR

INTRODUCTION

This classification performs call intake and dispatching of emergency service providers; support duties; assist the public. Duties are varied and are performed within established guidelines.

EXAMPLES OF PRINCIPAL DUTIES

(Duties assigned to this classification include, but are not limited to the following examples.)

1. Perform call intake and dispatch of emergency service providers; answer emergency telephone calls for assistance, appropriate emergency personnel and equipment. Give emergency medical instruction until assistance arrives.
2. Enter all incidents and case data into computer files; process citations and forward to appropriate court. Assume responsibility for automated system and equipment. Utilize LEDS system and search and retrieve a variety of information.
3. Assist the public in person and by telephone; direct calls to appropriate division and answer questions courteously and professionally related to department activities.

EXAMPLE OF SECONDARY DUTIES

1. Establish and maintain appropriate record keeping systems, i.e., restraining orders, warrants, detainers, citations, logs, etc.

KNOWLEDGE, SKILL, AND ABILITY REQUIRED OF THIS POSITION

Knowledge of: Emergency communications; considerable knowledge of clerical support procedures in areas of filing, automated systems, office machines, grammar, and word usage.

Skill in: Telephone interviewing techniques; type rapidly and accurately; use of modern office equipment and machinery; use of automated equipment and systems; use of communication equipment; establishment and maintenance of records, reports and statistical data compilation.

Ability to: Communicate effectively in both oral and written forms; maintain records and logs; adjust to priority changes and remain calm and use good judgement during confrontational or high pressure situations; utilize problems identification and resolution techniques and make decisions independently in accordance with established policy and procedure, use initiative and judgement in completing tasks and responsibility; courteously meet and deal effectively with other employees, other agency representatives, attorneys, courts, law enforcement agencies, emergency services agencies, vendors and the public.

QUALIFICATIONS

Two years progressively responsible work related experience, which includes clerical or law enforcement experience OR a satisfactory equivalent combination of education, experience and training. Must have a High School Diploma or GED and be able to pass a 12th Grade reading and writing exam and background check. Within eighteen months of employment must possess

telecommunications certification, emergency medical dispatch certification and law enforcement data system certification from DPSST.

SUPERVISORY CONTROLS OF THIS POSITION

This classification works under the direction of the Dispatch Director, following established policy and procedure; federal, state and county rules.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

Work is performed in an office environment and is generally sedentary. Position requires bending, hearing voice conversation, keyboarding, occasionally lifting up to 34 pounds, pulling, reaching, sitting, standing and walking.