

## TELECOMMUNICATOR

### General Statement of Duties

Performs responsible radio and communications work by operating computer aided dispatch, base radio dispatching and advanced telephone systems to receive and transmit emergency calls for the municipal and county law enforcement, fire, and emergency services programs.

### Distinguishing Features of the Class

An employee in this class 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 wellbeing. 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, determining which units to dispatch, 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 is performed under general and direct supervision 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 computer aided dispatch and emergency communication systems to receive, transmit and record messages for emergency medical services, County law enforcement, municipal police departments, volunteer fire departments, highway patrol, Department of Transportation, rescue squads, ambulance services, public utilities, magistrate's office, animal control, County maintenance and other afterhours needs; receives complaints and requests for service by telephone or radio; obtains necessary information and dispatches appropriate personnel or officials and/or advises callers of proper contact for assistance or information. Operates DCI equipment to obtain driver

and criminal history and transmits information to law enforcement officers in the field. Monitors and operates TDD and TTY telecommunications equipment to communicate with hearing-impaired callers. Provides telephone and visitor reception for the Sheriff's Office. Cleans, performs back-up and changes log tapes. 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. Enters various information into data base and maintains records of work activities. Provides information and advice to public as requested.

#### Additional Job Duties

May assist with maintaining sex offender registry, entering domestic violence orders, making DCI validations, or other administrative and technical tasks. Performs related work as required.

### Recruitment and Selection Guidelines

#### Knowledge, Skills and Abilities

Working 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.

Working knowledge of the operation of computer aided dispatch and sophisticated telephone systems as well as two-way radio equipment.

Working knowledge of the laws and regulations relating to the use of DCI and knowledge of appropriate modules.

Working knowledge of the use of specialized law enforcement package software.

General knowledge of related Federal Communication Commission regulations.

Skill in the operation of two-way radio equipment.

Skill in public contact and conflict resolution.

Ability to exercise sound judgment in emergency situations and extract needed information from the caller.

Ability to multi-task 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.

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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; and a negligible amount of force frequently or constantly to move objects.

Must possess the visual acuity to operate computer equipment, and maintain and review manual written records.

### Special Requirements

Must obtain DCI within three months.

### Desirable Experience and Education

Graduation from high school and some communications, dispatching or other public contact work preferred; or an equivalent combination of education and experience.

Alleghany County

2022