

TELECOMMUNICATOR I COMMUNICATIONS

GENERAL STATEMENT OF JOB

Under general supervision, performs specialized radio and telephone communications work for all emergency service and law enforcement agencies in Caldwell County. Telecommunicators work under the direction of the Communications Manager. Telecommunicators work an assign shift receiving administrative and emergency 911 calls from wireline and wireless devices. Telecommunicators are responsible to completely and accurately record information from the caller and dispatch the appropriate response agencies in an acceptable and timely manner. Telecommunicators communicate with other agencies in Caldwell County, other counties in our state, state agencies, out of state agencies and federal agencies sharing information by telephone, fax, North Carolina Criminal Investigative Information Section and the National Crime Information Center. The Telecommunicator must be able to multi-task and handle a large volume stressful environment where quick thinking and excellent personal skills are required. The telecommunicator must be poised, confident, knowledgeable, and conduct themselves in a calm, positive and professional manner at all times. The telecommunicator is subject to continual training including specialized training that involves but is not limited to Emergency Medical Dispatch. The Telecommunicator reports directly to a Shift Supervisor.

ESSENTIAL JOB FUNCTIONS

Operates an integrated, multi-application telecommunication system receiving calls for service and assigning or dispatching the appropriate response agencies. Call for service include but are not limited to Fire, County and Municipal Law Enforcement, EMS, Rescue, NC State Highway Patrol, Various Air Ambulances, NC Forest Service, NC Department of Transportation, Caldwell County Animal Control, Caldwell County Health Department, Caldwell County Home Health, Caldwell County Department of Social Services and the American Red Cross. The Telecommunicator receives request for service and records the location, nature of problem or complaint, caller name, callers phone number, directions to the complaint, and any other pertinent information in the Computer Aided Dispatch application. The telecommunicator will alert and notify by radio the appropriate response agency or agencies and record all times for responding units.

The telecommunicator will use several reference applications including but not limited to the North Carolina Criminal Investigation Information Section of the State Bureau of Investigation and the Nation Crime Information Center at the Federal Bureau of Investigation. The Telecommunicator is required to hold certifications from the North

Carolina Sheriff's Association and the North Carolina Criminal Investigation Information Section.

The telecommunicator will be able to communicate with hearing impaired callers and will be able to locate resources to communicate with callers speaking languages other than English.

The telecommunicator will record all call information, keep files up-to-date and accurate on entries into the NCIC network, and provide officers and emergency personnel with appropriate information as require and needed. The telecommunicator will operate all equipment in a safe and professional manner at all times.

ADDITIONAL JOB FUNCTIONS

Work involves working 12 hour shifts that change at 6 AM and 6 PM. Part time employees will work as needed with no guaranteed hours and no benefits. Performs other related work as required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of the street / highway system and the geography for the County.

Knowledge of the principles involved in the operation of the radio, telephone and related communication equipment.

Ability to speak clearly and concisely in a well modulated voice.

Ability to think and act quickly, calmly and accurately in emergency situations.

Ability to understand and follow complex oral and written instruction and procedure.

Ability to establish and maintain effective working relationships with others.

MINIMUM TRAINING AND EXPERIENCE

Desirable Education and Experience

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

SPECIAL REQUIREMENT

Applicant must be 21 years of age. Certification or ability to obtain, within 12 month, the Certified telecommunicator certification required by the North Carolina Department of Justice. Certification or ability to obtain, within 12 month, certification by the State of North Carolina as a DCI operator. Certification or ability to obtain, within 12 month, certification in Emergency Medical Dispatch.