

TELECOMMUNICATOR - LEVEL II

SHERIFF'S DEPARTMENT

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. Level II Telecommunicators work under the direction and control of the Sheriff. They work an assigned shift receiving administrative and emergency 911 calls from wireline and wireless devices. They are responsible to completely and accurately record information from the caller and dispatch the appropriate response agencies in an acceptable and timely manner. Level II 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 Level II Telecommunicator must be able to multi-task and handle a large volume stressful environment where quick thinking and excellent personal skills are required. He/she must be poised, confident, knowledgeable, and conduct themselves in a calm, positive and professional manner at all times. The Level II Telecommunicator is subject to continual training including specialized training that involves but is not limited to Emergency Medical Dispatch. To be promoted from Level I Telecommunicator to Level II Telecommunicator the employee must meet all the requirements expected of a Level I Telecommunicator and must have more than one year of experience. He/she must complete other courses determined by the Communications Director or Manager to be mandatory. The Level II Telecommunicator reports directly to a Shift Supervisor and can function as a Shift Supervisor in his/her absence.

SPECIFIC DUTIES AND RESPONSIBILITIES

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 Level II Telecommunicator will alert and notify by radio the appropriate response agency or agencies and record all times for responding units.

The Level II 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 Level II Telecommunicator is required to hold basic certification as well as specialized certifications from the North Carolina Criminal Investigation Information Section and certification from the North Carolina Sheriff's Association.

The Level II 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 Level II 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. He/she will operate all equipment in a safe and professional manner at all times.

ADDITIONAL JOB FINCTIONS

Performs other related work as required.

Functions as a substitute shift supervisor in the absence of the supervisor.

MINIMUM TRAINING AND EXPERIENCE

21 Years of age and a high school graduate or any equivalent combination of training and experience which provides the required skills, knowledge, and abilities which are listed in the description above.