

Position: Part-time Telecommunicator
Reports to: Telecommunication Supervisor

Department: Communications
Employee:

POSITION DESCRIPTION

An employee in this position is responsible for operating a telephone system, 911 Emergency call system and a two-way radio system as required by fire, rescue, law enforcement and related agencies. Work is performed under general supervision of the Department Supervisor.

JOB DUTIES AND FUNCTIONS

1. Operates telephone, two-way radio and other communications equipment on an assigned rotating shift to answer requests for assistance for fire, law enforcement, rescue units, and various county and state agencies.
2. Answers all calls and dispatches equipment and personnel as necessary and in accordance with established procedures.
3. Maintains a log sheet on all complaints and services requested.
4. Monitors an alarm system connected to local business establishments; transmits message to patrol units when alarm sounds.
5. Informs supervisor of unusual assistance calls, equipment breakdowns, or related matters needing immediate decisions.
6. Performs related work as required.

JOB KNOWLEDGE, SKILLS, AND ABILITIES

1. Working knowledge of the operation of two-way radio equipment.
2. Working knowledge of the geographical layout of the county, as to road, landmarks, etc.
3. Ability to exercise judgment and discretion in emergency situations.
4. Ability to speak clearly, distinctly and politely.
5. Ability to deal calmly, tactfully, and courteously with the public.
6. Ability to write in a legible and clear way to maintain files and records.

QUALIFICATIONS

1. Graduation from high school or GED
2. Clerical experience desired
3. Previous experience as a Dispatcher is also desired, but not required.
4. Required to obtain NC DCI Certification within 120 days of employment.
5. Applicant must be 21 years of age.
6. Required to complete 40 hour Telecommunication Certification Course.