

Position: Telecommunicator II
Reports to: 911 Operations Manager

Department: Emergency Services, 911 Communications Division
Employee:

POSITION DESCRIPTION

Under general supervision of a Telecommunicator III, performs specialized, skilled radio and communications work in the 911 Communications Center. An employee in this class is responsible for operating telephone, two-way radio, and other communications equipment in answering requests for fire, law enforcement, EMS, or related assistance. Work requires judgment and discretion in handling all routine and emergency situations, including the ability to remain calm and alerts throughout a shift. Employee must be able to speak clearly and distinctly. Employee works on rotating shifts and is expected to handle all assignments in an independent manner. Work is performed under general supervision and is reviewed through observation, discussions, and review of records maintained.

JOB DUTIES AND FUNCTIONS

1. Operates emergency communication systems to receive and transmit emergency 9-1-1 requests for assistance for multiple law enforcement, EMS, fire, and various local and state agencies.
2. Answers all calls and dispatches equipment and personnel as necessary and in accordance with established protocols and guidelines.
3. Receives complaints and requests for service by telephone, electronic devices, and/or radio, obtains necessary information, and dispatches needed resources.
4. Operates a computer aided dispatch (CAD) system connected to a network to obtain and enter information; corresponds with outer public safety agencies/jurisdictions; process and maintains records of information obtained.
5. Maintains a clean work area.
6. Informs supervisor of unusual assistance calls, equipment breakdowns, or related matters needing immediate decisions.
7. Performs related work as required.
8. Serves as a Communications Training Officer by providing critical on-the-job training for new Telecommunicators.
9. In the absence of a Telecommunicator III, performs the basic role of shift lead.
10. Performs other duties as assigned by the supervisor.

JOB KNOWLEDGE, SKILLS, AND ABILITIES

1. Working knowledge of the operation of two-way radio equipment and related FCC regulations.
2. Working knowledge of the geographical layout of the service area as to the location of roads, important buildings, and other landmarks.
3. Ability to exercise sound judgment in emergency situations.
4. Ability to speak clearly, distinctly, and politely.
5. Ability to deal calmly, tactfully, and courteously with the public, fellow staff, and responders.
6. Ability to produce and maintain simple but effective records/reports.
7. Ability to learn, understand, and apply additional training and education.
8. Ability to demonstrate basic typing and computer skills.

QUALIFICATIONS

1. Graduation from high school or GED.
2. Applicant must be 18 years of age.
3. Required to maintain a NC DCI Certification, for Modules 1, 2, 3, 6.
4. Required to maintain a NC Sheriffs' Education and Training Standards Commission Telecommunicator Officer certification.
5. Required to maintain an active CPR Certification.

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6. Required to maintain Emergency Medical Dispatch Certification through Priority Dispatch and the NC Office of EMS.
7. Able to pass an oral board with the system medical director to operate as an Emergency Medical Dispatcher.
8. Minimum of 2 years of experience as a Telecommunicator in a 911 Center preferred.
9. Successfully completed a Certified Communications Training Officer program.

COMPETENCIES

Business Ethics: Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Communications: Expresses ideas and thoughts verbally and in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects and uses appropriate communication methods.

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Responds promptly to customer needs.

Dependability: Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines.

Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardizations exists.

Job Knowledge: Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively.

Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Relationship Building: Builds rapport across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and is tolerant of diverse viewpoints.

Initiative: Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.