

EMERGENCY TELECOMMUNICATOR CLASSIFICATION DESCRIPTION

| | | | |
|---------------------|------------------|--------------------|----------------|
| Class Title: | Telecommunicator | Department: | Sheriff Office |
| Division: | 911 | Union: | P.O.A.M. |
| Bureau: | Communications | FLSA: | Non-Exempt |

REPORTS TO: Assistant Director / 911 Supervisor

GENERAL SUMMARY:

Under the supervision of the Director and Assistant Director, the telecommunicator receives request for police, fire, emergency medical and other types of assistance from the public. The telecommunicator dispatches and or relays calls for service to the appropriate agencies or units. 911 Central Dispatch is a 24-hour operation. Employees will be required to work any shift, including weekends and holidays, and will be required to work overtime as needed.

TYPICAL DUTIES AND RESPONSIBILITIES: (may include but are not limited to the following:

1. Receives incoming 911 emergency and non-emergency phone calls from the public requesting police, fire, emergency medical, or other assistance.
2. Refers non-emergency calls to the appropriate agencies or departments.
3. Classifies the nature of call. Determines the priority of call. Determines the appropriate emergency service agency (s) to handle the call.
4. Monitors status charts and computer screen to determine units available.
5. Monitors internal alarm system (s) that indicate location of fire or other emergency.
6. Assists emergency service units in the field by securing and verifying information through computers, department's files, records and other available sources of data.
7. Obtains and coordinates the assistance of police, fire medical, wrecker, utility, public works departments and other agencies as needed.
8. Maintains accurate records of complaints, logs, and information received.
9. Operates two-way radio to dispatch police, fire, medical, and other personnel and equipment and to relay instructions or information to remove units.
10. Operates recorders, E911 displays, computer aided dispatching equipment / software, LEIN and NCIC computers / software, typewriters, and other dispatch-related equipment.
11. Trains new Telecommunicators and assists the Director or Assistant Director in evaluating the progress and/or performance of probationary employees.
12. May perform the duties of Director / Assistant Director in the absence of this person and with appointment from the Director or Chairperson of the 911 Central Dispatch Board.
13. Keep work area clear and free of clutter.
14. Perform other related duties as required and/or directed.

DISPATCHER / TELECOMMUNICATOR
JOB DESCRIPTION
(Continued)

EDUCATION AND EXPERIENCE REQUIREMENTS:

1. High school graduate or GED equivalent.
2. Preferably a minimum of 2 years education and/ or experience in a public emergency service field/agency (police, fire, ambulance dispatch).
3. Ability to type 40 words per minute after errors.
4. Must possess a valid driver's license.
5. Successful completion and certification as a National Academy Emergency Medical Dispatcher (Clawson EMD Training Program), and required re-certification as required.
6. Successful completion and certification of an approved CPR course, and required re-certification.
7. Successful completion of an approved 80 hour Michigan Emergency Training Program/or Training/Experience equivalent as approved by the Director.
8. Successful completion of "Basic LEIN Training".

OTHER REQUIREMENTS

1. Skilled in the use of modern communication equipment, phones and computers.
2. Ability to understand and relay concisely complex oral and written instructions.
3. Ability to maintain an effective working relationship with other employees, agencies, and the general public
4. Ability to remain calm in stressful situations.
5. Ability to sit for long periods of time, 10, 12, 14, or 16 hours.
6. Ability to gain essential information from callers.
7. Ability to spell accurately.
8. Ability to speak English clearly and concisely.
9. Ability to exercise good judgment and think quickly.
10. Ability to accurately record facts in correct categories.
11. Ability to maintain confidentiality.
12. Must be able to see, hear and speak well to receive and transmit radio, computer, and telephone communications.
13. Good public relations skills;
14. Successful completion of application process, including an in depth background investigation for security purposes.
15. Pass drug testing.
16. The 911 Board reserves the right to waive, amend, add, or delete any and/ or all of the requirements.