

Position: Non-certified Telecommunicator (Grade 60) **Department:** 911 Communications
Reports to: 911 Shift Supervisor **Employee:**

POSITION DESCRIPTION

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

JOB DUTIES AND FUNCTIONS

1. Operates telephone, two-way radio and other communications equipment on an assigned shift to answer requests for assistance for fire, law enforcement, EMS, and various local 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. Informs supervisor of unusual assistance calls, equipment breakdowns, or related matters needing immediate decisions.
5. Performs related work as required.
6. 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 county as to 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 maintain simple but effective files, records and 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. Must obtain a NC DCI Certification for Modules 1, 2, 3 within 6 months of employment.
4. Required to successfully complete the NC Sheriffs' Education and Training Standards Commission Telecommunicator Officer Course within 12 months of employment.
5. Required to obtain a CPR Certification within 6 months of employment.
6. Required to obtain Emergency Medical Dispatch Certification through Priority Dispatch and the NC Office of EMS within 6 months of employment.