

**Position:** Telecommunicator I (Grade 63)  
**Reports to:** 911 Shift Supervisor

**Department:** 911 Communications  
**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. Assist new Telecommunicators by sharing their training and experience in the form of job shadowing.
7. 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 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 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. Required to maintain a NC DCI Certification, for Modules 1, 2, 3.
4. Required to maintain a NC Sheriffs' Education and Training Standards Commission Telecommunicator Officer certification.
5. Required to maintain an active CPR Certification.
6. Required to maintain Emergency Medical Dispatch Certification through Priority Dispatch and the NC Office of EMS.