

Telecommunicator

An employee in this position performs responsible communications, dispatching, and related work for the County Communications Center. Receives routine and emergency telephone calls and personal requests for assistance concerning crimes, fire, animal control, home health, or general information concerning addresses and nature of problems. Operates equipment to maintain contact with law enforcement personnel and other law enforcement units; dispatches deputies to answer requests for assistance; receives and transmits information and messages. Operates equipment to maintain contact with various personnel in dispatching fire departments, rescue squads, police departments, social services, juvenile officers, wrecker services, Red Cross, highway patrol, and emergency management personnel. Operates Division of Criminal Information (DCI) terminal to send and receive messages regarding criminal histories, vehicle identification, NCIC hot files, missing persons, license plate records, driver histories, and query system for pawn shop transactions, and related work. Maintains an in-house computer database and communications logs and reports including the nature of calls, actions taken, and the times involved; and generates reports for recovered or stolen property, missing persons, and residence checks. Provides information to the public in person and over the telephone concerning a variety of County services. Performs related duties as required. Must possess the visual acuity to perform extensive reading and computer terminal work.

Duties and Responsibilities:

- Answers 9-1-1 voice and TTY telephone calls requesting emergency services. Questions callers to determine the nature and location of the problem, extracts and records essential information and delivers emergency medical dispatch protocols; calls back disconnects to determine nature and location of the problem and enters appropriate information.
- Receives routine calls and personal requests for assistance concerning crimes, fire, animal control, home health, or general information concerning addresses and nature of problems.
- Dispatches, via radio console or other electronic means, emergency and other calls requiring law/fire/rescue/EMS assistance; maintains strict radio discipline at all times; complies with FCC regulations and agency guidelines in the transmission of all radio traffic.
- Operates equipment to maintain contact with and monitor activities of various emergency services personnel in dispatching fire departments, rescue squads, police departments, social services, juvenile officers, wrecker services, Red Cross, highway patrol, and emergency services personnel; relays updated information as it is received to appropriate field units.
- Operates Division of Criminal Information (DCI) terminal to send and receive messages regarding criminal histories, vehicle identification, NCIC hot files, missing persons, license plate records, driver histories, and related work.
- Maintains an in-house computer database and communications logs and reports including the nature of calls, actions taken and the times involved; and generates reports for recovered or stolen property, missing persons, and residence checks.

Knowledge, Skills, and Abilities

- Must acquire and maintain a working knowledge of public safety communications equipment, practices and procedures.
- Ability to assess people and situations, to apply sound judgment, to remain calm under stressful conditions and to elicit sufficient and essential information for dispatching and assisting field personnel.
- Ability to speak English with sufficient clarity to be understood by others on the telephone, radio or in person.

- Ability to assertively control conversations in order to quickly and accurately gather pertinent information, and be able to communicate this information professionally and precisely to the proper recipient.
- Ability to report events and information in writing legibly and accurately.
- Ability to act in a decisive manner, using good judgment.
- Ability to effectively prioritize situations and information and make appropriate decisions based on information received.
- Ability to learn and apply new information.
- Ability to handle a variety of rapidly flowing information at once.
- Must have the willingness and ability to respect private, confidential information.
- Ability to hear and understand sound sources coming through a communications headset and/or radio and/or standard telephone receiver, including the ability to hear and understand other outside sound sources while wearing a communications headset.
- Ability to speak and write English clearly.
- Ability to read and discern visual images on a variety of media.
- Ability to read and understand maps.
- Ability to distinguish between colors on a color-coded computer screen.
- Ability to type accurately on a computer keyboard while conversing with callers.
- Ability to record names and numbers accurately.

Desirable Education and Experience:

High School Diploma or its equivalent from an accredited institution; 1 year of experience in communication systems involving telephone, 2-way radio, computer display terminals and associated keyboards and control devices; and having experience with a high level of public contact, preferably under emergency conditions; basic Windows skills, the ability to type proficiently (preferably at least 30 wpm), professional customer service skills and strong multi-tasking abilities.

Special Requirement:

- Must possess a valid North Carolina driver's license upon hire.
- Must have the ability and willingness to work 12-hour shifts including day, night, weekend, holiday hours and inclement weather.
- Must be Division of Criminal Information (DCI) certified and Emergency Dispatch (EMD, EFD, EPD) certified or have the ability to become certified within 1 year of employment and maintain certification throughout employment.
- Must complete Basic Telecommunicator training and NIMS training within 1 year of employment.

Work Location: Louisburg, NC

Salary Range: \$32,895 - \$34,627

Closing Date: This recruitment will remain open until filled. Applications will first be reviewed on July 30, 2021.

How to Apply: Visit <https://www.franklincountync.us/employment-opportunities/employment-center> to complete an electronic application or to obtain a printable application.

*Franklin County is an Equal Opportunity Employer.
The County prohibits discrimination based on race, sex, color, creed, national origin, age or disability.
Pre-Employment Drug Screen and Criminal Background Screening are required.*