

# Telecommunicator I



**Department:** Communications

## GENERAL STATEMENT OF JOB

Under limited supervision, performs specialized radio and communications work for the Ashe County Communications Department, participating in the activities of radio dispatchers. Work involves receiving all incoming calls, dispatching applicable personnel, and operating a computer terminal connected to the Division of Criminal Information (DCI), National Crime Information Center (NCIC), and the National Weather Service. Work also includes dispatching units or representatives from fire departments, rescue squads, police departments, the Sheriff's Department, Highway Patrol, animal control, etc. Employee is responsible for maintaining Department equipment and records. Employee must exercise considerable tact and poise in obtaining information from distressed persons. The employee must also exercise independent judgment and initiative in receiving messages, responding to emergency situations, and dispatching calls. Reports to the Telecommunicator III.

## SPECIFIC DUTIES AND RESPONSIBILITIES

- Uses CAD (computer-aided dispatch system) to log all incidents; receives emergency calls from the public requesting police, fire, medical or other emergency services. Determines the nature and location of the emergency; determines priorities, and dispatches police, fire, ambulance, or other emergency units as necessary and in accordance with established procedures.
- Receives and processes 911 emergency calls, maintains contact with all units on assignment, maintains status and location of police and fire units. Monitors direct emergency alarms, answers non-emergency calls for assistance.
- Enters, updates, and retrieves information from a variety of computer systems. Receives requests for information regarding vehicle registration, driving records and warrants, and provides pertinent data. Monitors several complex public safety radio frequencies.
- Operates a variety of communications equipment, including radio consoles, telephones, and computer systems.
- Sends messages in state and out of state to other law enforcements agencies as needed.
- Runs call history reports as requested by Ashe County Department of Social Services.
- Assists in monitoring the ring doorbell and Safe Haven Baby Box for the Sheriff's Office.
- Contacts cell phone carriers to find locations of cell phones in missing person cases.
- Contacts companies to tow vehicles at the request of local police departments and the Sheriff's Office.
- Performs other related work as required.

## REQUIRED EDUCATION AND EXPERIENCE

High School Diploma or GED; preferred qualifications include 1 year of communications or related experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

### *Licenses and Certificates:*

- EMD, EFD, EPD
- DCI modules 1-6
- ATAC training

## KNOWLEDGE, SKILLS, AND ABILITIES

The following generally describes the knowledge and abilities required to perform the job or which must be learned within a short period of time to successfully perform the assigned duties.

- Considerable knowledge of the geographical layout of the County, including political subdivisions, location of streets, important buildings, and other landmarks.
- Considerable knowledge of the operation and maintenance of a wide variety of communications equipment. Considerable knowledge of Federal Communication Commission rules and regulations.
- Considerable knowledge of the location and capabilities of available law enforcement and emergency response units.
- General knowledge of the principles of supervision, organization, and administration.
- Skilled in the operation of two-way radio equipment and the Division of Criminal Information terminal and network.
- Ability to elicit information necessary for proper dispatching from persons who may be distressed.
- Ability to exercise sound judgment in emergency situations.
- Ability to instruct, advise and supervise the work of subordinates.
- Ability to speak clearly, distinctly, and politely.
- Ability to deal tactfully and courteously with the public.
- Ability to maintain simple but effective files, records, and reports.
- Ability to establish and maintain effective working relationships as necessitated by work assignments.

## PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

- Must be physically able to operate a variety of machinery and equipment including computer terminals, radio panels with hand and foot pedals, audio/video equipment, copiers, etc. Must be able to exert up to 10 pounds of force occasionally, and/or up to 5 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Sedentary Work. Light Work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.
- Requires the ability to compare and/or judge the readily observable, functional, structural, or compositional characteristics (whether similar or divergent from obvious standards) of data, people, or things.
- Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving instructions, assignments, or directions to subordinates or assistants.
- Requires the ability to read a variety of reports, correspondence, logs, operational manuals, etc. Requires the ability to prepare correspondence, reports, forms, logs, charts, etc., using prescribed formats. Requires the ability to speak to people with poise, voice control and confidence.
- Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic or schedule form.
- Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including legal and medical technology, and emergency response codes.
- Requires the ability to utilize mathematical formulas. Must be able to add, subtract, multiply, and divide. Must be able to utilize decimals and percentages.
- Requires the ability to inspect items for proper length, width, and shape.
- Requires the ability to coordinate hands and eyes rapidly and accurately in using office equipment.
- Requires the ability to handle a variety of office equipment, communications equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.
- Requires the ability to differentiate between colors and shades of color.
- Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress and emergency situations.
- Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via a telephone and two-way radio equipment.

**FLSA Status:** Non-Exempt**Disclaimer**

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The County of Ashe reserves the right to assign or otherwise modify the duties assigned to this classification.

**Equal Opportunity and ADA Employer Statement**

The County of Ashe is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, genetic information, veteran status, or any other status protected by law. The County complies with the Americans with Disabilities Act (ADA) and will provide reasonable accommodations to qualified individuals with disabilities upon request.