

Baxter County Telecommunicator Job Description

Exempt: No
Safety Sensitive: Yes
Department: EMERGENCY 911
Reports To: 911 Coordinator and Director, Office of Emergency Management (OEM)
Location: Baxter County Courthouse
Date Prepared: January 11, 2018
Date Revised: May 02, 2018

GENERAL DESCRIPTION OF POSITION

Receive calls from the public for assistance, dispatch and coordinate responses of public safety agencies.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Receive calls from the public and accurately assign their requests for police, fire, emergency medical services and other allied public safety resources.
2. Dispatch appropriate units and resources to police, fire, emergency medical services and other public safety incidents.
3. Provide communications coordination of public safety resources.
4. Accurate and timely utilization of County computer-aided dispatch system for complaint taking, location verification, resource dispatching, and coordinating public safety incidents.
5. Transmission and retrieval of information through county, state and federal law enforcement data networks.
6. Accurate recording of information on a variety of forms, logs, and computer screens, as dictated by operational policies and procedures.
7. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc., plus 0 to 6 months related experience and/or training, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Successfully complete Telecommunicator training program and score 80% or better on written Telecommunicator Examination. Successfully complete and maintain operator qualifications for state law enforcement computer system.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Advanced: Contact Management

Intermediate: Alphanumeric Data Entry, Database

Basic: Spreadsheet, Word Processing/Typing

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

MENTAL DEMAND

Very close mental demand. Operations requiring very close and continuous attention for control of operations which require a high degree of coordination or immediate response. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately repetitive. Activities with slight variation using a definite set of processes or directions with some degree of supervision. Choice of learned things in situations which conform to clearly established patterns and modes.

RESPONSIBILITY FOR WORK OF OTHERS

Responsibility for work of others: Not indicated.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

ACCURACY

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

ACCOUNTABILITY

FREEDOM TO ACT

Generally controlled. General processes covered by established policies and standards with supervisory oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

None. Job does not create any dollar monetary impact for the organization.

IMPACT ON END RESULTS

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

PUBLIC CONTACT

Extensive contacts with various diversified sectors of the public environment; wherein, the contacts are of major importance and failure to exercise proper judgment can lead to substantial losses to the organization.

EMPLOYEE CONTACT

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of highly complex machines and equipment; specialized or advanced software programs.

WORKING CONDITIONS

Somewhat disagreeable working conditions. Continuously exposed to one or two elements such as noise, intermittent standing, walking; and occasional pushing, carrying, or lifting.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations

may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Highly repetitive, low physical. Highly repetitive type of work which requires concentration in the performance of tasks for consistent time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is regularly required to sit, use hands to finger, handle, or feel, talk or hear; frequently required to reach with hands and arms; and occasionally required to stand, walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; and color vision.

ADDITIONAL INFORMATION

Interrelationships: Works with all County and City Emergency Service Agencies: Fire, Police and EMS (Emergency Medical Services).

REQUIRED OCCUPATIONAL TRAITS:

Knowledge

- Public safety dispatch operations, policies and procedures.
- Computer-aided dispatch system.
- County geopolitical characteristics.

Abilities

- Accuracy in work.
- Ability to follow instructions.
- Ability to work closely and harmoniously with others.
- Perform tactfully and proficiently under stress.
- Present with a clear and understandable telephone and radio voice.

Other

Successfully complete Telecommunicator training program and score 80% or better on written Telecommunicator Examination. Successfully complete and maintain operator qualifications for state law enforcement computer system.