

Position Number 43750014 Telecommunicator
Emergency Management
Salary Grade: 26
Salary: \$37,390.34
Closing date: Until filled

General Definition of Work:

Performs intermediate technical work on an assigned shift dispatching law enforcement, fire, emergency medical service and non-emergency calls for service, and related work as apparent or assigned. Work is performed under the moderate supervision of the 911 Communications Supervisor.

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions:

- Operates emergency communication system; answers all emergency and non-emergency calls; receives complaints and requests for service; obtains necessary information and dispatches medical, fire and law enforcement personnel and/or advises callers of proper contact for assistance or information.
- Operates a computer terminal; transmits and receives information via Department of Criminal Information (DCI) and National Crime Information Center (NCIC) networks; enters medical, fire and law enforcement calls into computer aided dispatch system. Monitors radio channels for medical, fire and law enforcement agencies; maintains radio contact with dispatched personnel; provides pre-arrival and post-dispatch instructions.
- Provides directions to responding units using computer mapping system
- Serves as liaison to various agencies including on-call personnel, Sheriff's office, home health and hospice, Social Services, courts, etc.
- Answers non-emergency and after hours calls for various departments.
- Maintains communication logs and reports including the nature of calls, actions taken and time involved.
- Provides requested information to local attorneys and the Sheriff's office
- Performs pager announcements for emergency medical services open shifts and information.
- Testifies in court on calls taken
- Maintains resource manuals, records and files; maintains the cleanliness of the office.

Knowledge, Skills and Abilities:

General knowledge of the methods of operating the communication system; general knowledge of radio and teletype procedures; general knowledge of the geography of the County and location of important buildings; general knowledge of law enforcement forms, terminology and records; general knowledge of departmental programs, policies and procedures; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to maintain required certifications; ability to respond to work during emergency situations or inclement weather; ability to perform a considerable volume of detailed work; ability to type accurately at a reasonable rate of speed; ability to speak distinctly; ability to deal with the public under stressful conditions and remain calm; ability to follow, both oral and written directions; ability to operate standard office equipment and personal computers including some knowledge of applicable software packages; ability to establish and maintain effective working relationships with associates and the general public.

Education and Experience:

High school diploma or GED and minimal experience, or equivalent combination of education and experience.

Physical Requirements:

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel, reaching with hands and arms and repetitive motions and occasionally requires standing; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements:

Possession of or ability to obtain Emergency Medical Dispatch, Division of Criminal Information, and CPR certification within six months of employment

How to Apply

A State application (PD-107)* is required and may be obtained at and submitted to the
NC Works Career Center
23 Macon Avenue - Courthouse Annex
Franklin, N.C.
Mailing Address : 5 West Main Street, Franklin NC 28734

AN EQUAL OPPORTUNITY EMPLOYER/ADA EMPLOYER.

All prospective employees are subject to a criminal background check