



911 TELECOMMUNICATOR

DEFINITION:

Serves the public by the answering calls for emergency assistance and dispatching the appropriate personnel, equipment and emergency units in accordance with the location and nature of the call.

DISTINGUISHING FEATURES:

Under general supervision, carries out full performance level work in operating radio, CAD terminal and other communication equipment necessary for the efficiency and safety of emergency response personnel and the general public. Receives, responds, transmits, answers and/or verifies messages and/or inquiries received via communications equipment. Work is performed under the supervision of a Supervisor and in accordance with established rules and procedures. Must be able to work 12 hour shifts which includes weekends and holidays. Required to work on-call assignments as scheduled as well as assigned overtime when necessary.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

- Receives 911 calls and non-emergency calls on computerized telephone, cell phone, radio and other communicating systems; refers routine calls to the proper sources or responds according to Sheriff's Office procedures.
- Dispatches emergency personnel and equipment according to procedures and in accordance with the nature and location of the emergency; makes radio and telephone notification to utilities, law enforcement agencies and other concerned parties.
- Provides EMD (emergency medical dispatch) via telephone to callers in medical emergencies as dictated by emergency medical dispatch protocol approved through I.D.P.H. (Illinois Dept. of Health)
- Trains newly hired Telecommunicators as assigned.
- Uses standard operating procedures in transmitting orders to and receiving messages from a large number of Sheriff's Deputy units; determines channel to use, priority of calls and number of units to dispatch.

- Maintains computerized logs of all unit status changes and monitors alarm systems from fire consoles.
- Reports to Administrative Lieutenant.
- Recognizes duplicate calls and creates a CAD record. Maintains constant knowledge of all available units and pending/ongoing calls; keeps current information on street conditions and road construction work.
- Responds to LEADS/NCIC inquiries and makes entries/cancellations as assigned.
- Attends required training.
- Performs a variety of clerical and data entry duties
- Performs related work as required.

SUPERVISION RECEIVED:

Work is performed within established policies and procedures under the supervision of the Administrative Lieutenant, who reviews work for the effectiveness of services provided, user satisfaction and results achieved.

SUPERVISION EXERCISED:

Supervision of employees is usually not an essential task performed by positions in this class but may be required in some cases when aiding in the training of new employees.

KNOWLEDGE AND SKILLS:

- Knowledge of the principles involved in the operation of radio, telephone and related communications equipment.
- Knowledge of computer-aided dispatch systems and computerized telephone system.
- Knowledge of the general use of police, fire and emergency medical services. Ability to speak clearly and concisely in a well-modulated voice and to use good dictation.
- Ability to think and act quickly, calmly and accurately in emergency situations and under stress.
- Ability to concentrate and coordinate skills in order to successfully complete multiple tasks simultaneously.

- Ability to retain and summarize information and to relay information clearly, promptly and accurately.
- Ability to work quickly and accurately under pressure.
- Ability to type accurately at a minimum rate of 45 w.p.m.
- Ability to professionally control telephone conversations in order to efficiently & effectively obtain accurate information for responders.
- Ability to follow guidelines and procedures in handling 911 emergency and nonemergency calls, based on SOP standards.
- Knowledge of all relevant Stephenson County Sheriff's Office General Orders, memos, policies and procedures.
- Ability to obtain and maintain certification in EMD, CPR & LEADS.
- Knowledge of the geography of the communities and names and locations of principal streets and buildings in the county and area.
- Knowledge of main thoroughfares and access routes.

TRAINING AND EXPERIENCE:

Graduation from high school or the equivalent. Past experience in positions that require high public contact, telecommunication skills and working with computers. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may be substituted for the required experience.

WORKING CONDITIONS & PHYSICAL DEMANDS:

Work is performed in an office setting and in the Public Safety Building. Work is generally sedentary; however, telecommunicators must be able to move quickly and effectively, bend, and lift objects up to 25 pounds, or perform minimal physical activities. Work requires the ability to sit for extended periods of time, to operate computers, monitor transmitters/receivers and to clearly perceive and or discriminate colors, sounds, depth and texture.

NECESSARY SPECIAL REQUIREMENTS:

- Must meet applicable hiring requirements set forth in County and State law, ordinances, and codes.
- Ability to maintain reasonable and customary attendance.
- Completion of approved internal training program, CPR and LEADS certifications within one year of employment.