

POSITION TITLE: EMERGENCY TELECOMMUNICATOR	LEVEL: I
CLASSIFICATION: PROFESSIONAL	FLSA STATUS: NON-EXEMPT

Definition: Reports to the Senior Emergency Telecommunicator, under the policy of the Morgan County Emergency 911 Communications Center, then the Deputy Director of the Morgan County Emergency 911 Communications Center, and then the Director of the Morgan County Emergency 911 Communications Center, and in certain circumstances other applicable authorities, in that specific order of the Chain of Command. The Emergency Telecommunicator provides efficient, effective and courteous communications with the public, public safety agencies of Morgan County, and public safety agencies from outside of Morgan County who are responding to Morgan County to offer assistance to Morgan County units for mutual aid calls. The Emergency Telecommunicator performs all duties as assigned by the Deputy Director, Director, and in certain circumstances the County Administrator.

Job

Characteristics: This is a civilian, entry level, FLSA Status non-exempt position in the Emergency Telecommunicator series and receives general direction from the Supervising Senior Emergency Telecommunicator, Deputy Director of the Morgan County Emergency 911 Communications Center, and Director of the Morgan County Emergency 911 Communications Center. The Emergency Telecommunicator I is responsible for receiving 9-1-1 emergency and non-emergency calls for service and dispatching to law enforcement, fire departments, EMS, and Animal Control, Morgan County Day Report Center, and the Morgan County Commission. The Emergency Telecommunicator I is responsible for following all dispatch protocols, policies, and procedures. The Emergency Telecommunicator I is responsible for providing life-saving emergency medical instructions to emergency callers when it is appropriate and required. Furthermore the Emergency Telecommunicator I is responsible for allocating resources from and communicating with neighboring jurisdictions, for the purposes of public safety, using a various array of technologies. The Emergency Telecommunicator is also responsible for processing and recording

mission critical radio communications from Incident Commanders and other response personnel as needed or required.

Essential Duties: (The following job duties and responsibilities are not all inclusive. New and or redefined job duties and or responsibilities can be assigned by the Deputy Director and or the Director. These duties are merely indicative of the average job duties and responsibilities of an Emergency Telecommunicator Level I).

- Answers all telephone calls promptly and courteously.
- Makes rapid and accurate determination of the nature of each call, utilizing the Emergency Medical Priority Dispatch System protocols to include the location, degree, and severity of every emergency.
- Refers non-emergency callers to the appropriate agency or other resource.
- Questions emergency callers to elicit complete and accurate information necessary for the emergency response and creates appropriate incident care of Computer Aided Dispatch (CAD) event.
- Selects emergency response units in exact accordance with established user agency policies and procedures.
- Keeps close watch on the “Page RX” box (when dispatching fire and EMS units) on the radio console, dispatch, screen(s) in an attempt to verify that dispatch tones and paging is making it out into the field from the radio tower(s).
- Properly alerts a response unit(s) in exact accordance with agency policies and procedures.
- Maintains current status on all field units.
- Closely monitors any situation presenting a potential danger to the life or safety of field personnel and takes appropriate action to dispatch assistance as required.
- Maintains typed and or written records and or logs reflecting the outcome and details of emergency incidents.
- Participates in periodic training and evaluation activities to establish and maintain a high level of proficiency.
- Alerts additional resources, both emergency and non-emergency, upon the request of Incident Commanders and other emergency responders, and records these actions accordingly through the use of the CAD software system.
- Completes no fewer than forty-eight (48) hours of Continuing Dispatched Education (CDE) in a two year period.

- Performs all additional duties as assigned by the Senior Emergency Telecommunicator, Deputy Director, Director, or, under certain circumstances the County Administrator.

Minimum

Qualifications: **Knowledge of:** Telephone and radio equipment operation; emergency communications techniques and appropriate, legal and efficient operation of the emergency communications equipment; computer terminal operation, Computer Aided Dispatch (CAD) software and hardware; County and City agency policies, operational procedures and requirements.

Ability to: Operate communication (radios, telephones, faxes, and similar devices) and Computer Aided Dispatch (CAD) equipment; communicate clearly and concisely with persons under **extreme emotional duress and stress** without loss of composure while maintaining the utmost professionalism for the benefit and safety of emergency response personnel and the general public; ability to be able to adapt effectively to quickly changing and evolving circumstances and emergency situations and due to such be able to continue to properly dispatch the needed resources to effectively handle the emergency situation.

High School Diploma or GED.

Experience and training guidelines: Any combination of experience and training will qualify if it provides for the required knowledge and abilities.

Recommended: Training and experience equivalent to graduation from 12th Grade.

Working conditions: Work will be in a communications environment, wearing a headset and speaking to the public and first responders, sometimes during stressful situations; sustained posture in a seated position for prolonged periods of time, working in a windowless, tobacco free, smoke free environment for prolonged periods of time. The successful candidate will need to be available to work any shift, including but not limited to: nightshift, dayshift, overnight shift, weekends, holidays, and be subject to call back on short notice when said is deemed necessary by the County, Deputy Director, and or Director of the Morgan County Emergency 911 Communications Center in the best interests of public safety and to maintain appropriate staffing and continuity of operations.

Continued Responsibilities:

Emergency Telecommunicator I must maintain certification as an EMD (Emergency Medical Dispatcher) and Emergency Telecommunicator by completing the minimum required Continuing Dispatcher Education hours as prescribed by the International Academies of Emergency Dispatch. Loss of certification or failure to obtain, or retain certification will result in separation of employment with the Morgan County Emergency 911 Communications Center.