



BOONE COUNTY JOB DESCRIPTION

JOB TITLE: <u>Emergency Telecommunicator Trainee</u>	NEW: _____	REVISED: <u>X</u>
		(Please check one)
REPORTS TO: <u>Shift Supervisor</u>	FLSA: <u>Non-Exempt</u>	DATE: <u>04/2019</u>
DEPARTMENT: <u>911/Joint Communications</u>		JOB CODE: <u>101</u>

SUMMARY:

Work is performed on an assigned shift under the supervision of the Shift Supervisor or Lead Emergency Telecommunicator. Receives emergency (911) and nonemergency calls for assistance from the public and dispatches police, fire and emergency medical assistance as needed or required.

ESSENTIAL FUNCTIONS:

*Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.*

Operates enhanced 911 telephone equipment, Computer Aided Dispatch equipment, protocol/mapping software and computerized radio equipment to receive emergency and nonemergency calls from the public and dispatch the appropriate public safety responders.

Obtains and relays pertinent information from callers to public safety responders in a timely, accurate and courteous manner; maintains an accurate and up to date status of all on duty police, fire and medical personnel and apparatus at all times; operates various office equipment, including fax machine, photocopier and other electronic equipment.

Operates the Missouri Uniform Law Enforcement System (MULES) to send/receive messages and make inquiries/entries on wanted/stolen persons, vehicles and property; assists with troubleshooting minor equipment repairs; monitors weather alert equipment and assists with the activation of outdoor warning sirens or other equipment designed to alert the public and emergency responders to severe weather or major events in a timely manner.

Maintains a list of street closings and other information pertinent to emergency responders; maintains a full working knowledge of Columbia and Boone County streets, roads, landmarks

and common name locations; maintains a full working knowledge of policies and procedures pertaining to the department and user agencies; and performs related duties as needed or assigned.

KNOWLEDGE & SKILLS

1. Ability to effectively communicate both verbally and in writing.
2. Ability to read maps and become knowledgeable of Columbia/Boone County geography, response agency stations, beats and jurisdictional boundaries.
3. Knowledge of public safety functions, including police, fire and emergency medical services.
4. Skill in the use of computers and ability to type.
5. Ability to spell commonly used words.
6. Ability to function efficiently under stress and multitask.
7. Ability to stay in one place for long periods and remain alert at all times.
8. Ability to compare and contrast information for similarities or differences.
9. Ability to distinguish sounds and voices and discern the relevance of each while filtering out distractions.
10. Ability to accurately read and comprehend information/data from a computer screen and printed page.
11. Ability to distinguish colors and view and understand non textual signals such as meters, LEDs, etc.
12. Ability to quickly and accurately respond to audio and visual alerts/signals.
13. Ability to work courteously with government officials and the public.
14. Knowledge of PSAP written directives, SOP/SOG's, and Operations Manual.
15. Knowledge of current systems used within the PSAP.
16. Knowledge of PSAP defined protocols (Emergency Medical/Fire/Police Dispatch, etc.)
17. Knowledge of the agency's policies, practices, and operational activities.
18. Knowledge of agency resources and capabilities, including location of public safety/service buildings, apparatus and equipment, emergency management services and facilities, and emergency planning documents.
19. Ability to obtain, verify, and analyze incident information to include, location, reporting party contact information, nature, and severity of the incident while applying effective communication skills to control the call.
20. Ability to synthesize all available information to identify conditions that may affect public and responder safety.
21. Ability to ascertain whether the caller is in an unsafe location and then take appropriate protective actions in compliance with agency directives.
22. Ability to accurately document incident information including, but not limited to incident urgency details, establish call priority, and appropriately label call types.
23. Ability to manage challenging calls and callers including, but not limited to: missing, abducted and sexually exploited children, child callers, communications impaired callers, and callers with limited English language proficiency.
24. Shall have received basic training in effective interpersonal communication skills, accreditation and/or certification processes.
25. Ability to verify, document, and relay initial dispatch information, and provide updates as necessary to process calls for service.
26. Ability to provide callers with any agency approved pre-arrival instructions and inform callers of actions being taken to respond to the requests for service according to written directives.

27. Ability to complete incident reports, provide appropriate referrals, transfer and terminate calls, or place outgoing calls in accordance with agency written directives.
28. Ability to analyze calls for service and determine the appropriate response action.
29. Comprehension of agency documentation requirements and the ability to create and update the Computer Aided Dispatch (CAD) record and maintain accurate call narrative or documentation.
30. Ability to determine the nature and priority of incidents and assign available resources in accordance with written directives.
31. Ability to accurately track and document incident activity and maintain an accurate unit status within written directives.
32. Proficiency in assigning and coordinating responders to incidents based on the nature of the incident, the priority of the incident, available resources, and written directives.
33. Ability to consistently identify, analyze, and relay initial pertinent incident information to field units as appropriate.
34. Ability to obtain acknowledgement of calls for service from responders as per written directives.
35. Ability to evaluate information and relay updates to responding units as appropriate.
36. Ability to analyze and evaluate all available information in order to identify the potential for escalation of the incident and perform status checks to determine scene and responder safety.
37. Ability to evaluate and synthesize information, relay updates and broadcast BOLO (Be On the Look-Out) and attempt to locate information to responders, supervisors, and other resources as appropriate.
38. Demonstrates proper application of Agency notification guidelines to daily operations and special events.
39. Ability to identify and relay pertinent shift activities to a relief ETC at shift or position change.
40. Ability to coordinate assigned radio channels and/or talk groups.
41. Ability to monitor and acknowledge radio traffic in accordance with Agency requirements.
42. Complies with regulations of the Federal Communications Commission (FCC) that directly apply to public safety radio.
43. Participates in Agency defined post incident activities.
44. Knowledge in applicable local, county, state, and federal programs, particularly in the area of emergency management, disaster events, threat notification, mutual aid/mutual response procedures and homeland security information.
45. Understands the agency's mission and can demonstrate the same by articulating their duties within the organization toward accomplishment of the mission.
46. Articulates formal and informal values that support public safety professionalism.
47. Articulates the agency expectations of professional conduct.
48. Appropriately and professionally represents the agency, as authorized.
49. Demonstrates ethical behavior for which he/she has a direct responsibility and can articulate the importance of ethical behavior by all employees.
50. Projects a positive attitude, demonstrating effective problem solving, reiterating the mission and values of the agency, and modeling positive behavior.
51. Demonstrates understanding of agency guidelines for handling sensitive information for which confidentiality is required and/or expected.
52. Demonstrates and maintains operational and technological competence as defined by the agency.

53. Demonstrates effective teamwork in order to accomplish the mission of the agency
Teamwork relies on mutual respect, a good work ethic, and doing what it takes to get the job done without complaint.
54. Refrains from gossip. Works constructively with other employees and doesn't engage in destructive rumors or gossip.
55. Participates in continuing education. This education can be in the form of agency hosted in services, participating in professional organizations/association formal trainings, etc.
56. Demonstrates the ability to provide effective verbal feedback when requested.

PHYSICAL DEMANDS:

This is a 9-1-1 emergency call taking and police, fire and EMS dispatch center environment. Must be able to work any shift assignments, including nights, weekends, holidays, overtime (both forced and scheduled,) and up to 12-hour shifts. Operates computers, telephones, dispatch radios, and other communications equipment. Exposure to noise, unusual fatigue factors, emergency and stressful situations. Sits for prolonged periods of time and restricted to immediate telephone and dispatch radio area. Works closely with others. Uses hands and fingers to handle, feel, or operate objects, tools, or controls. Ability to reach with hands and arms. Function in work environment with moderate noise level from several sources creating constant activity. Hearing and speech sufficient to communicate effectively in person and over the telephone and radio. Extensive keyboarding on multiple keyboards and attentive listening to telephone calls and radio transmissions (often at a low volume level and of poor audio quality on a department-supplied headset or handset.) Ability to exert very moderate physical effort typically involving some combination of stooping, kneeling, and lifting, as well as carrying, pushing, and pulling objects and materials of moderate weight, twelve to twenty pounds. Ability to operate assigned equipment (computer, radios, telephone, and other communications equipment.) This includes audiovisual dissemination and perception including ability to distinguish colors; hand and finger dexterity.

QUALIFICATIONS:

High school diploma or GED; possess and maintain a valid Missouri driver's license; ability to successfully complete required computer tests; ability to successfully complete and maintain required certifications (e.g. MULES, CPR, ETC, EMD, EFD & EPD); and ability to work varying assigned shifts, unscheduled overtime, weekends and holidays. Must possess and maintain a clear criminal history.

NOTE: A criminal background check including a national fingerprint check through law enforcement agencies and a drug test will be conducted on all successful applicants prior to their being appointed to this position.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.