



BOONE COUNTY JOB DESCRIPTION

JOB TITLE: <u>Emergency Telecommunicator</u>	NEW: <u>X</u>	REVISED: <u> </u> <small>(Please check one)</small>
REPORTS TO: <u>Shift Supervisor</u>	FLSA: <u>Non-Exempt</u>	DATE: <u>02/2017</u>
DEPARTMENT: <u>911/Joint Communications</u>	JOB CODE: <u>101</u>	

SUMMARY:

Work is performed on an assigned shift under the direct supervision of the Shift Supervisor or Lead Emergency Telecommunicator. This is advanced work as an Emergency Telecommunicator, responsible for providing on the job training to new hires.

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.*

The Emergency Telecommunicator shall have the duties and requirements of an Emergency Telecommunicator Trainee. This position responds to more critical calls; provides operational guidance and training to less experienced employees; may occasionally serve as Communications Supervisor when needed. Assists with on the job training of new employees and keeps appropriate documentation of the progress of those employees.

Operates various 911 call taking and dispatch systems such as 911 telephone, mapping, Computer Aided Dispatch, protocol software, radio and other telecommunications equipment. Operates basic PC computer and related Microsoft programs (Word, Excel, etc.) and other appropriate software.

Receives incoming emergency and nonemergency calls and dispatches fire apparatus, police and sheriff's units, ambulances, and other public safety units. Monitors weather service information for the approach of severe storms and notifies appropriate authorities. Utilizes MULES/NCIC to perform information inquiries and entries and monitors the system for pertinent information. Monitors radio transmitter and receiver site functions. Maintains status records of all public safety units. Receives complaints and relays information to the

appropriate City and county personnel. Reviews to maintain a full knowledge of City and County streets and roads and the most efficient dispatching routes.

Maintains a listing of inoperative hydrants, closed streets, and other information pertinent to communications operations. Provides supplemental education (for example, ride-alongs, geography tours, service area tours, landmark tours, etc.) Participates in the Agency's Quality Assurance and Quality Improvement processes. Recommends supplemental training material as needed. Recommends modifications to training materials. Administers written tests and skills assessments. Interacts effectively with trainees. Gives constructive feedback to the trainee. Coaches trainees regarding conduct or performance as it relates to training.

Performs administrative functions as assigned. Represents the Agency at meetings with the public, representatives of other agencies, and departments as needed. Appropriately and professionally represents the agency, as authorized. Demonstrates and maintains operational and technological competence as defined by the agency. Participates in continuing education. This education can be in the form of agency hosted in services, participating in professional organizations/association formal trainings, etc. Performs related duties as needed or assigned.

KNOWLEDGE & SKILLS

1. Considerable knowledge of the geography and street system of Columbia and Boone County.
2. Considerable knowledge of public safety functions including police, sheriff, fire, ambulance, and civil defense.
3. Considerable knowledge of the methods and procedures of public safety communications.
4. Considerable knowledge of the policies and procedures pertaining to Joint Communications and the user agencies.
5. General knowledge of telephone, radio, and computer equipment in order to assist with troubleshooting problems.
6. Skill in operating telephone switching equipment and radio equipment.
7. Skill in typing quickly and accurately and operating a personal computer and its related software.
8. Ability to deal tactfully and courteously with the public and City and County officials.
9. Ability to function efficiently under stress and handle several functions simultaneously.
10. Ability to receive and relay information accurately.
11. Ability to speak clearly and concisely and accurately over radio and telephone equipment.
12. Ability to use good judgement in the analysis of problems.
13. Ability to write clearly and concisely.
14. Ability to work unscheduled overtime.
15. Ability to be on call several times during each month.
16. Excellent work history and attendance record.
17. Knowledge of PSAP training standards and requirements.
18. Knowledge of PSAP written directives, SOP/SOG's and Operations Manual.
19. Knowledge of Telecommunicator performance management and process tools.
20. Knowledge of legal concepts and risk assessment.
21. Knowledge of staffing and scheduling procedures.

22. Knowledge of supervision and leadership concepts and principles.
23. Knowledge of current systems used within the PSAP.
24. Knowledge of Emergency Telecommunicator job duties.
25. Knowledge of workplace culture.
26. Knowledge of PSAP defined protocols (Emergency Medical/Fire/Police Dispatch, etc.)
27. Ability to complete objective training progress reports.
28. Ability to provide and document verbal and written feedback.
29. Ability to complete training logs.
30. Ability to identify and document remedial training needs.
31. Ability to provide individualized instruction to the trainee.
32. Ability to use multiple teaching methods and instructional techniques to meet the specific needs of the trainee. These methods may include identifying learning style preferences, multiple intelligences, generational learning factors, etc.
33. Ability to provide instruction on equipment and technology.
34. Ability to maintain a thorough working knowledge of the agency's policies, practices, operational activities, and telecommunicator skill sets.
35. Ability to provide instruction on equipment and technology.
36. Ability to establish a written training plan to meet goals, objectives, and benchmarks established by the Agency as needed.
37. Ability to evaluate and document the trainee's practical application of skills.
38. Ability to deliver classroom instruction as assigned.
39. Ability to provide learning materials. These materials may include training or equipment manuals, Agency's written directives, handouts, etc.
40. Ability to incorporate within the delivery of training the use of common agency reference material. These materials may include maps, Emergency Response Guidebook (ERG, hazmat book,) NCIC manual, etc.
41. 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.
42. Basic knowledge of effective interpersonal communication skills, accreditation and/or certification processes, leadership qualities and adult learning principles.
43. Has the knowledge and understanding of the opportunity of all employees to participate in such programs as listed, demonstrating the ability to inform the Telecommunicator of these services and make referrals as necessary: Employee Assistance Program (EAP,) Critical Incident Stress Management (CISM)/Critical Incident Stress Debriefing (CISD,) Health and Wellness Programs, and Stress Management techniques
44. Has the knowledge and understands the safety requirement of the position as required by the agency and appropriate state regulations.
45. Has the knowledge and understands the impact of the ADA specific requirements of PSAP's for equal access.
46. Has training 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.
47. Has the knowledge and understands the agency's mission and can demonstrate the same by articulating their duties within the organization toward accomplishment of the mission.

48. Ability to articulate formal and informal values that support public safety professionalism.
49. Ability to articulate the agency expectations of professional conduct.
50. Demonstrates ethical behavior for which he/she has a direct responsibility and can articulate the importance of ethical behavior by all employees.
51. Projects a positive attitude, demonstrating effective problem solving, reiterating the mission and values of the agency, and modeling positive behavior.
52. Has the knowledge and understands the agency guidelines for handling sensitive information for which confidentiality is required and/or expected.
53. Has thorough knowledge of the agency practices and training programs.
54. Ability to provide individualized instruction by: Identifying common agency reference materials; Selecting appropriate instructional techniques; Conducting remedial training.
55. Encourages 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.
56. Refrains from gossip. Telecommunicator trainees must observe the Emergency Telecommunicator. Working constructively with other employees and not engaging in destructive rumors or gossip.
57. Ability to resolve conflicts effectively through the use of appropriate conflict resolution models and other available resources.
58. Ability to provide effective verbal feedback.
59. Ability to use objective language to describe observations of telecommunicator trainee performance and behavior.
60. Ability to successfully complete an approved Communications Training Officer Course.

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 equivalent and two years of experience in public safety communications; or any combination of education and experience which would provide the equivalent knowledge, skills, and abilities. Must possess and maintain a valid Missouri

driver's license. Must possess all certifications required of an ETC1 (MULES, CPR, ETC, EMD, EFD & EPD); and ability to work varying assigned shifts, unscheduled overtime, weekends and holidays. Communications Training Officer certification highly desirable. Must possess 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.