

**Madison County Consolidated E-911  
Telecommunicator**

Class Title: Telecommunicator

Department: Madison County E-911

Supervisor: Communications Supervisor

Supervises: None

Class Characteristics: Performs communications work for Madison County E-911; performs related work when required.

Distinguishing Features of the Class: Employees in this class are responsible for receiving messages and/or calls for service via telephone, radio, teletype, fax machine or in person, for police fire, ambulance, and other emergency services. The work is performed in accordance with departmental policies and procedures. Supervision is received from the Communications Supervisor.

General Duties and Responsibilities:

Essential:

1. Receives calls by telephone and various systems for police, fire, ambulance, or other emergency units and determines by inquiry the need for and location of services, and determines order of importance; determines the units to be sent to calls; dispatches emergency response units via radio or telephone.
2. Broadcasts information to all units regarding major crime, wanted persons, wanted vehicles, street conditions, and alarm tests.
3. Operates LINK/NCIC equipment.
4. Operates and enters information into the Computer Aided Dispatch (CAD) and Record Management System (RMS).
5. Runs operators license checks, registration checks and wanted person checks on computer.
6. Maintains daily station and phone logs on paper or via Computer Aided Dispatch (CAD) system.
7. Calls wrecker services as needed.
8. Monitors weather conditions and notifies public, emergency services and other personnel through established procedures.
9. Assists the public as requested.
10. Attends certification and recertification training programs.
11. Assists with departmental records as required.
12. Performs a variety of clerical and receptionist duties.

Non-essential: None.

## DESIRABLE QUALIFICATIONS

Training and Experience: Graduation from high school or equivalent; no previous work experience required.

### Special Knowledge, Skills and Abilities:

#### Knowledge:

1. Knowledge of, or ability to learn, basic radio procedures and FCC regulations governing transmissions by radio.
2. Knowledge of, or ability to learn, modern telecommunications methods and procedures.
3. Knowledge of, or ability to learn, communication systems.
4. Knowledge of, or ability to learn, the legal requirements associated with the position.
5. Knowledge of, or ability to learn, proper use of computerized record systems, NCIC/LINK, CAD, RMS, NIBRS, E-CRASH, and computerized voice/radio recorder.
6. Knowledge of, or ability to learn, the operation of communications equipment, 911 system, telephone system, copy machine, fax machine, etc.
7. Knowledge of, or ability to learn, the geography of the city, including the locations of streets and roads, limit boundaries, patrol zones, major buildings, etc.

#### Skills:

1. Skill in the use of computer and other standard office equipment.
2. Organizational skills.
3. Excellent communication skills.

#### Abilities:

1. Ability to do multiple duties simultaneously.
2. Ability to work in a high stress position.
3. Ability to remain calm during emergency situations.
4. Ability to type and operate computer systems, maintain computerized and written files.
5. Ability to prioritize calls.
6. Ability to analyze complex situations and execute effective course of action.
7. Ability to perform multiple tasks at the same time.
8. Ability to communicate effectively, orally and in writing.
9. Ability to establish and maintain effective working relationships with telecommunications officers, police officers, other employees of the city, personnel from other emergency units, and the general public.

## ADDITIONAL INFORMATION

Instructions: Instructions are initially very specific, but become more general with added training and work experience.

Processes: Must frequently refine existing methods and develop new techniques, concepts, or

programs within established limits.

Review of Work: All work is closely reviewed initially, but is reviewed less often with added training and work experience. Work is reviewed through reports, personal inspections and audits, and problems are discussed as they occur.

Analytical Requirements: Analysis is usually based on precedent; however, duties occasionally require judgment for which there is no precedent.

Tools, Equipment and Vehicles Used: Communications console, NCIC/LINK computer, NIBRS computer, (CAD) and (RMS) computer, Voice/Radio recorder, telephone system, fax machine, copying machine, typewriter.

Physical Demands: Work is performed indoors at a console, desk or table. Have the ability to lift objects weighing less than twenty-five pounds as needed. Have the ability to use console, computer, telephone, and normal office equipment.

Contacts: Frequent public and internal contacts requiring tact and diplomacy are required of the job.

Confidential Information: Regular use of confidential information is a job requirement.

Mental Effort: Heavy.

Interruptions: Constant.

Special Licensing Requirements: None.

Availability: Must be able to work irregular shifts.

Certification Requirements: Must complete required Telecommunications Training Academy provided by the Department of Criminal Justice Training to become a certified Telecommunicator during the first year the first year in position, (employees hired prior to July 2003 are exempt from Telecommunications Academy requirement) and must complete recertification training in both telecommunications and NCIC/LINK and remain certified to operate NCIC/LINK.

Additional requirements: None.

Overtime Provision: Non-exempt.