

Jennings County Regional Dispatch Center Job Description

Job Title: Telecommunicator
Department: Jennings County 911
Reports To: Jennings County 911 Director
Prepared By: Matthew D. Alexander, Director
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Summary Receives and dispatches emergency and routine calls for police, fire, ambulance, and other emergency services by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Receives and screens incoming calls for law enforcement, fire, medical, or other emergency services.

Questions callers to determine location and seriousness of emergency and response needed.

Enters information into computer-aided dispatch system.

Operates two-way radio and/or other communications equipment to dispatch police, fire, medical, and other personnel and equipment and to relay instructions or information to remote units.

Provides pre-arrival instructions to caller.

Coordinates police, fire, ambulance, and other emergency requests, relaying instructions to closest and most suitable units available.

Relays information between hospital staff and emergency medical technicians at site or in ambulance.

Provides preliminary first aid instructions before paramedic truck or ambulance arrives.

Transmits and receives messages between divisions of own agency and other law enforcement agencies.

Monitors silent alarm systems, remote cameras, and other systems used to detect illegal entry and maintain security.

Contacts police officers to verify assignment locations, monitors dispatched units and, when necessary, serves as liaison with caller.

Enters, updates, and retrieves information from a variety of computer systems.

Answers or forwards nonemergency requests for assistance.

Tests communications and alarm equipment and backup systems to ensure serviceability.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Oral Communication -Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

Written Communication -Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.

Teamwork -Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Leadership -Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.

Ethics -Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Organizational Support -Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.

Strategic Thinking -Develops strategies to achieve organizational goals; understands organization's strengths & weaknesses; analyzes market and competition; identifies external threats and opportunities; adapts strategy to changing conditions.

Judgment -Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision making process, makes timely decisions.

Motivation -Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; takes calculated risks to accomplish goals.

Planning/Organizing -Prioritize and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Professionalism -Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

Safety and Security -Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Attendance and Punctuality -Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

Innovation -Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

Adaptability - Adapts to changes in the work environment, manages competing demands, changes approach or method to best fit the situation, able to deal with frequent changes, delays or unexpected events.

Dependability - Follows Instructions, responds to management direction, takes responsibility for own actions, keeps commitments, commits to long hours of work when necessary to reach goals, completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily, undertakes self development activities, seeks increased responsibilities, takes independent actions and calculated risks, looks for and takes advantage of opportunities, asks for and offers help when needed.

Qualifications - To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organizations.

Mathematical Skills

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

Knowledge of computer basics and ability to learn new software programs. Able to type effectively.

Certificates, Licenses, Registrations

IDACS and NCIC Certificates
Emergency Medical Dispatch Certificates
NIMS 100, 200, 700, 800
CPR

Additional dispatching certifications to be determined by the Director.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stoop, kneel, crouch, or crawl. The employee is occasionally required to stand; walk and climb or balance. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.