

## TELECOMMUNICATOR I

### General Statement of Duties

Performs communications and varied clerical work for the law enforcement, fire, and rescue functions in the community.

### Distinguishing Features of the Class

An employee in this class receives incoming routine and emergency calls, dispatches personnel and equipment, and maintains contact with law enforcement units, dispatches or calls for rescue, fire, and mutual aid as required. Operates computer-aided dispatch equipment, computer terminal connected to the Division of Criminal Information (DCI) and the National Crime Information Center. Work also involves the performance of detailed record keeping, assisting the public with directions and general information, monitoring public and private alarms and typing and filing of law enforcement reports. Work involves frequent public contact which requires tact, firmness and decisiveness and judgement in obtaining necessary information from people who are under extreme stress and choosing appropriate courses of action. Work is performed in accordance with departmental policy and state and federal law. Work is performed under the supervision of the Telecommunications Director and is evaluated through observation, monitoring of radio communication, discussion and review of reports.

### Illustrative Examples of Work

Receives routine and emergency telephone calls and personal requests for assistance concerning crimes, fires, rescue needs or general information.

Operates a variety of electronic equipment to maintain contact with Sheriff personnel, fire, rescue personnel, and other law enforcement units; dispatches officers to answer requests for assistance; provides information about the situation as it develops and/or background information from the DCI system.

Operates a computer terminal to enter calls and receive information stored in the 911 CAD system about the location, occupants, type of business, chemical storage, and other information concerning the call; operates terminal connected with the Division of Criminal Information and the National Crime Information Center to obtain driver's history, vehicle registration data and criminal record information.

Maintains communications logs and reports including the nature of calls, actions taken and the times involved.

Identifies the location of callers to choose and dispatch the proper law enforcement, fire, or rescue department or unit.

Monitors public and private fire and security alarm systems; activates monitors to dispatch volunteer fire and rescue; transfers appropriate calls to County Sheriff or state patrol.

Monitors activities of officers on patrol and makes radio contact to insure safety.

May compile information from law enforcement reports for periodic state, local and federal reporting purposes.

May maintain case files, type law enforcement reports and make copies of accident and related reports for the public.  
Performs other related duties as required.

### Duties and Responsibilities

#### Knowledge, Skills, and Abilities

Considerable knowledge of the operation of a electronic radio and telecommunications systems and related Federal Communications Commission regulations.

Working knowledge of the functions, practices and procedures of the Sheriff Department, fire department, emergency rescue units, and other law enforcement agencies.

Working knowledge of the physical layout of the county.

Ability to accurately receive and transmit radio communications.

Ability to assess people and situations, to apply sound judgement, to remain calm under stressful conditions and to elicit sufficient and essential information for dispatching and assisting field personnel.

Ability to speak clearly and distinctly.

Ability to maintain accurate and complete work activity records and files, including operating computer terminals.

#### Physical Requirements

Must be able to physically perform the basic life operational functions of stooping, reaching, lifting, fingering, grasping, talking, and hearing.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally; and a negligible amount of force frequently or constantly to move objects.

Must possess the visual acuity to operate computer equipment, and maintain and review manual written records.

#### Desirable Experience and Education

Graduation from high school and some communications, dispatching or other public contact work preferred; or an equivalent combination of education and experience.

#### Special Requirement

Must have or be able to be certified by the State of North Carolina as a DCI Operator within a reasonable time of appointment in this class.