



911 Telecommunicator Job Description

Reports To: Emergency Management Coordinator

Department: Emergency Management

Revision Date: September 2024

Page 1

of 3

GENERAL SUMMARY

Under general supervision, assists the public and local public safety agencies by receiving emergency calls and dispatching appropriate emergency service agencies. Coordinates efforts via communications systems; performs other related work as required.

ESSENTIAL JOB DUTIES

Receives emergency telephone calls from individuals needing assistance from law enforcement, fire or emergency medical personnel; monitors emergency management systems and local burglar and fire alarms to maintain safety throughout the County. Provides instructions to callers, prior to arrival of emergency services, to protect the safety of persons or the evidence present at a crime scene. Reviews information and contacts appropriate agency (Police, sheriff, ambulance, utilities, fire department). Responds to questions from the public regarding public property, laws and road conditions by referring the caller to the appropriate office, and refraining from offering legal advice or interpretation of laws.

Monitors radio communications between officers and other agencies. Coordinates information flow by receiving and transmitting messages on various communications systems. Dispatches additional officers and emergency personnel according to Standard Operating Procedures.

Operates State and Federal Information Systems and National Crime Information Center Computer. Accesses and enters information for law enforcement officials by typing on keyboard equipment in software applications. Retrieves data on warrants, drivers' licenses, vehicle registrations, criminal histories, missing persons, stolen property and other administrative information.

Monitors prisoners within the jail system through direct observation and electronic monitoring devices. Documents jail activities in daily CAD, including activities of prisoners.

Maintains detailed and accurate records and reports. Documents all radio communication, IP, internet, email, and phone messages in a computer aided dispatch program. Documents criminal history information, indicating who requested the information, and to whom and where it was re-disseminated. Prepares and maintains log, warrant list, and other essential documentation as outlined in the SOP.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Individual must possess the following knowledge, skills and abilities or be able to explain and demonstrate that the individual can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities. Individual must meet the necessary physical requirements, with or without the aid of mechanical devices, to safely perform the essential functions of the job.



911 Telecommunicator Job Description

Page 2 of 3

Knowledge of the use of the National Crime Information Center computer equipment and software.

Knowledge of emergency communication procedures for providing information on severe weather, road conditions, vehicle accidents, medical emergencies, etc. Knowledge of the proper agency to contact regarding emergency calls.

Knowledge of local geographical landmarks, cities, streets, and roads, as related to dispatching emergency services and law enforcement officials.

Knowledge of OSHA regulations regarding blood-borne pathogens and procedures for preventing the spread of disease.

Knowledge of the "Right To Know Law" regarding hazardous chemicals.

Knowledge of emergency management plans for disasters.

Knowledge of jail policies, procedures, and standards.

Knowledge of cardiopulmonary resuscitation (CPR) and first aid techniques.

Ability to maintain attention and monitor numerous activities simultaneously.
Ability to think clearly under pressure and work with frequent interruptions.

Ability to effectively communicate using radio, telephone, FAX, TDD, computers, the internet, social media sites, and other devices.

Ability to maintain and file accurate records and reports.

Ability to operate dispatch and office equipment such as telephones, fax, computer, software applications, recording devices, and radio.

Ability to work with Microsoft Office applications and other computer software, including the ability to access internet and online resources.

Must be drug free and agree to be included in DOT Drug testing related to call taking for gas line emergencies.

Ability to receive confidential information and not disclose or otherwise repeat information to the public or other agencies

ENTRY REQUIREMENTS

High school diploma or GED equivalent. Applicant must be able to type and be familiar with general office procedures. Employees must successfully complete and maintain: Iowa 40hr Telecommunicator Training; National Crime Information Center (NCIC) certification, CPR, First Aid, ICS 100, NIMS 700, Emergency Medical/Police Dispatch Certification. Employees must consent to a hearing test, psychological evaluation, finger printing and a criminal history background check. Employees are subject to random drug and alcohol testing and initial employment drug screening in accord with 49 CFR, Part 199.



911 Telecommunicator Job Description

Page 3 of 3

WORK ENVIRONMENT

Work is performed inside and includes sitting, standing, and moving throughout the dispatch area. Work occasionally includes dealing with dangerous individuals and working in hazardous situations. About 90% of the time, work is performed while seated in front of monitors, radio, computers, telephone and other equipment.

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1. Marginal functions of positions that are incidental to the performance of fundamental job duties have been excluded from our job descriptions.
 2. All requirements are subject to possible modification to reasonable accommodate individuals with disabilities.
 3. Job descriptions in no way state or imply that the description includes every duty to be performed by the employee occupying the position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
 4. The Emergency Management Agency reserves the right to change or reassign job duties, or combine positions at any time.

Approved: _____ Date: _____
Neil Gross, Sheriff
Chairman, Shelby Co Emergency Management Commission

Approved: _____ Date: _____
Alexander Londo, Coordinator
Shelby County EMA Coordinator

Updates: _____

Updates: _____

Updates: _____