



The Blount County 911 Communications District has a position opening for:

## **9-1-1 Public Safety Telecommunicator Trainee**

### **JOB DESCRIPTION AND QUALIFICATIONS**

#### **SUMMARY:**

Under supervision of the Shift Lead and Communication Training Officer (CTO), using a computer-aided dispatch system, receives emergency calls from the public requesting police, fire, EMS, or other emergency services for participating communities. Determine the nature and location of the emergency; determine priorities, and dispatch police, fire, EMS or other emergency units as necessary and in accordance with established policy and procedures. Receive and process 911 emergency calls from multiple member communities, maintain contact with all field units on assignment, maintain status and location of police and fire units. Monitor direct emergency alarms, answer non-emergency calls for assistance. Enter, update and retrieve information from a variety of computer systems. Receive multiple requests for information simultaneously and process those requests accurately and in a timely fashion. Monitor several complex public safety radio frequencies simultaneously. Operate a variety of communications equipment, including radio consoles, telephones, computer systems and alarm monitoring equipment.

**Supervision Received:** 911 Public Safety Telecommunicator Shift Supervisor

**Supervision Exercised:** None

**FLSA Status:** Non-Exempt.

**Salary Range:** The salary range for this position is \$18.00 hourly based upon the applicant's education, skills, and experience.

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **NOT** intended to reflect all duties performed within the job.

**Representative Duties:** The following duties are typical of this classification. Incumbents may not perform all the listed duties and/or may be required to perform additional or different duties from

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those set forth below to address business needs and changing business practices.

- Receives Business and Emergency 911 incoming calls from the public courteously obtaining all relevant information efficiently.
- Dispatches and communicates with law enforcement, fire and EMS units ensuring agency policy, procedures and goals are met.
- Evaluates and determines the type and level of service required quickly and directs this information to the appropriate respondent.
- May be required to lift and carry heavy equipment, materials, and supplies without assistance.
- Knowledge of the operation of radio receiving and transmitting equipment.
- Learns and maintains familiarity with the general geography of the communities served.
- Ability to understand and execute oral and written instructions.
- Ability to be courteous, but firm with the calling public.
- Ability to read and understand laws, departmental policies, rules, and instructions.
- Working knowledge of computers in a multi-task environment.
- Ability to react quickly and calmly under emergency conditions.
- Ability to write reports.
- Ability to learn quickly departmental functions, practices, rules and regulations pertaining to Public Safety.
- Ability to speak clearly in a well-modulated voice and to use good diction.
- Ability to establish and maintain effective working relationships as necessitated by the work.
- Ability to work in a 24/7/365 operation, including nights, weekends, and holidays.
- Ensures that the security of the Blount County 911 District is always maintained.
- Ability to sit at a dispatch console and work over extended periods of time. always Staying alert.
- Follow employee handbook and policies and procedures.
- Be physically present in attendance at the worksite while on duty.
- Performs other related duties as assigned.

**Qualifications:** The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time to successfully perform the assigned duties.

### **Knowledge Of:**

- Operations, services, and activities of a public safety telecommunications and dispatch center.
- Operational characteristics of modern public safety telecommunications equipment including computer aided dispatch systems and multi-channel radio systems.
- Law enforcement and emergency service procedures for responding to and handling report incidents.
- Technique of questioning for both emergency and non-emergency calls.
- Methods and techniques of receiving, prioritizing, and dispatching emergency and non-emergency calls for service.
- Geographic features and locations within the area are served.
- English usage, spelling, grammar, and punctuation.
- Pertinent Federal, State, and Local laws, codes, and regulations.
- Methods and techniques of telephone etiquette.
- Methods and techniques of conflict resolution.
- Principles and procedures of record keeping.

### **Ability To:**

- Respond to and resolve difficult and sensitive citizen inquiries and complaints.
- Effectively communicate and elicit information from upset and irate callers.
- Speak clearly and concisely in an understandable voice on the radio and telephone and in person.
- Hear and distinguish radio voice traffic within normal levels and over background noise.
- Make independent decisions that affect the safety of public safety personnel, citizens, and property such as those involved in determining the urgency of requests received and the appropriate action to take.
- Dispatch responders quickly and effectively.
- Think quickly, calmly, and clearly in emergency situations.
- Perform multiple tasks simultaneously.
- Operate specialized public safety computer systems and applications.
- Read and interpret maps and other navigational resources and give directions.
- Type and enter data accurately at a speed necessary for successful job performance.

- Work under pressure, exercise good judgment, and make sound decisions in emergency situations.
- Understand and follow oral and written instructions.
- Maintain composure, alertness and concentration while working for extended periods of time.
- Compile, maintain, process, and prepare a variety of records and reports.
- Deal tactfully and courteously with the public reporting emergencies and seeking information or filing a report.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Successfully pass the verification of a background investigation which may include a check of motor vehicle records, a search of local, state, and federal files to determine any criminal record.

**Education and Experience Guidelines:** Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Education/Training:** Equivalent to the completion of the twelfth grade supplemented by successful completion of the basic dispatcher course within specified time.

**License or Certificate:** Possession of or the ability to obtain within ninety (90) days of start date, an appropriate, valid, APCO Basic 40-hour telecommunicator Certification, APCO Emergency Medical Dispatcher (EMD) Certification, American Heart Association CPR and First Aid Certifications, Criminal Justice Information System (CJIS) Level 4 Certification, and a NCIC Full Access License.

**Physical Demands and Working Environment:** The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

**Environment:** Work is performed in an office and emergency services dispatch center setting with extensive public contact; incumbents are required to work evening, night, weekend, and holiday shifts; incumbents may be called back or held over to maintain staffing levels.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office and emergency dispatch center setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment

requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

The work environment characteristics described here are representative of those 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.

**Additional Requirements:** Requires a comprehensive background investigation to include a local, state, and federal criminal history check; sex offender registry and credit check. Requires satisfactory results from a medical and pre- employment substance abuse testing and is subject to random alcohol and controlled substance testing.

**Acknowledgment:**

I acknowledge that I have read the job description and requirements for the 911 Communications Dispatcher Level 1 position, and I certify that I can perform these functions.

Employee Signature

Date

Witness

The Blount County 911 District has the right to add or change the duties of this position at any time.