

# *Shelby County Fiscal Court*

---

---

## **POSITION DESCRIPTION**

<b>POSITION TITLE:</b>	Telecommunicator I	<b>DEPARTMENT:</b>	E911/Dispatch
<b>CLASSIFICATION:</b>	Service/Protective	<b>SUBMITTED BY:</b>	Human Resources
<b>SALARY RANGE:</b>	\$10.00/hour to \$14.00/hour	<b>APPROVED BY:</b>	County Judge Executive

---

## **REPORTING RELATIONSHIPS**

**POSITION REPORTS TO:** E911/Dispatch Director and/or E911 Supervisor

**POSITIONS SUPERVISED:** N/A

---

## **POSITION PURPOSE**

Under general direction of the E911/Director, performs technical and specialized clerical work receiving, processing and dispatching emergency and non-emergency calls within the Shelby County E911 Communications Center.

## **ESSENTIAL FUNCTIONS AND BASIC DUTIES**

1. Performs technical specialized clerical work receiving, processing and dispatching emergency and non-emergency calls within the E911 Communications Center.
2. Operates various records and communications systems and equipment.
3. Answers incoming 911 lines verbally, speaking clearly and in an understandable manner, enter date into computerized system and disseminate data in a timely manner.
4. Receives processes and prioritizes all incoming calls, inquiries and emergencies at the Shelby County E911 Communications Center, hearing information correctly and processing the information received in an accurate, brief and concise manner.
5. Dispatches EMS, Fire and Enforcement units to emergency and non-emergency calls.
6. Answers telephone inquiries and gives out information as requested and in accordance with appropriate laws, rules and regulations.
7. Makes inquiries through the NCIC/LINK terminal and local agencies files upon request of Law Enforcement.
8. Maintains NCIC files printer, pulls and disseminates incoming teletypes.
9. Checks systems for previous records via Computer Aided Dispatch (CAD)
10. Relays criminal information to other agencies via telephone or other secured means of transmission as determined by LINK/NCIC
11. Maintains logs of towed vehicles throughout Shelby County.
12. Maintains logs of previous messages sent, and changes tapes on the 24-hour recording system.
13. Maintain run card count and filing daily on the midnight shift.
14. Successful complete classroom and on-the-job training.
15. Performs other duties as required.

## **QUALIFICATIONS**

### **EDUCATION/CERTIFICATION:**

- High school diploma or equivalent or an equivalent combination of education, training and/or experience that provides the following knowledge, skills and abilities.

### **EXPERIENCE REQUIRED:**

- Work Experience may substitute for college education requirement
- 2 years of public safety, telecommunications (call taking and/or dispatching), customer service, or complaint resolution experience, including one year of operating a personal computer.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

1. Knowledge of Local, State and Federal Regulations applicable to the program.
2. Ability to maintain confidential information and exercises professional judgment.
3. Ability to deal with the public, government officials and other agencies professionally
4. Ability to communicate orally and in writing.
5. Ability to react quickly and competently in an emergency situation.

### **CONDITIONS OF EMPLOYMENT:**

- Shall not have been convicted of a felony or other crimes pursuant to KRS 15.540.
- Must obtain certification as a Telecommunicator by the Department of Criminal Justice Training and LINK/NCIC Operator within six (6) months of employment and maintain this classification for the length of employment.
- Must be able to work varied shifts.
- Background Criminal and Drug Screening Test
- Direct Deposit Participation

### **WORKING CONDITIONS PHYSICAL EFFORT:**

- Work is performed in a communications center and under extremely stressful conditions.

### **OVERTIME REQUIREMENTS:** Non-exempt

### **AVAILABILITY:** Rotating Shifts of eight (8) or twelve (12) hour intervals.

---

## **INTENT AND FUNCTIONS OF JOB DESCRIPTIONS**

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral task, only incidentally related to each position, have been excluded. Requirements, skills, and abilities however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the American Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reasons not prohibited by law.