

Shelby County Fiscal Court

POSITION DESCRIPTION

POSITION TITLE:	Telecommunicator I	DEPARTMENT:	E911/Dispatch
CLASSIFICATION:	Service/Protective	SUBMITTED BY:	Human Resources
SALARY RANGE	\$18.00-\$27.00/hour	APPROVED BY:	County Judge Executive

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	E911 Supervisor or Deputy Director
POSITIONS SUPERVISED:	None

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 nonemergency 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, enters data into computerized system and disseminates 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 Law 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. Maintains run card count and filing daily on the midnight shift.
14. Successfully completes 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.
- Participation in KPPA (Kentucky Public Pensions Authority) – Non-hazardous
- Participation in Payroll Direct Deposit Program
- Pre-Employment Criminal Background Check
- Pre-Employment Drug Screen

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 decision. 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 tasks, 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 accommodation will be made which may pose serious health or safety risk 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.

Shelby County Fiscal Court is an Equal Opportunity Employer.