

TELECOMMUNICATOR

SALARY RANGE:

\$12.65 – \$17.52

Commensurate upon experience

Generous benefits package

JOB DESCRIPTION

Receives and transmits radio communication and inputs information into the Computer Aided Dispatch (CAD) system dispatching law enforcement, fire and emergency medical services. Operates Law Enforcement Automated Data System (LEADS) terminal receiving and transmitting messages.

TELECOMMUNICATOR JOB SPECIFICATIONS/ESSENTIALS

EDUCATION REQUIREMENTS:

High school graduate/GED or equivalent with specific requirements such as keyboarding, computer operations, basic software knowledge, and completion of the Trumbull County 9-1-1 dispatcher training course or forty (40) hour National Association of Public-Safety Communication Officials (APCO) Basic Telecommunicator Course.

ESSENTIAL KNOWLEDGE

Experience in keyboarding and data entry. Ability to operate office equipment and file.

WORK EXPERIENCE:

Completion of the Telecommunicator Trainee position and/or recommended minimum of one year in the public-safety sector or any equivalent combination of related education and experience.

RESOURCEFULNESS:

Requires ability to work with others towards general results. Must use sound judgment in accomplishing tasks. Some origination and planning of work needed. Tasks are varied and standard procedures often do not cover the situation. Supervision available if needed, but worker is expected to work out problems of medium difficulty without much direction.

RESPONSIBILITY FOR CONFIDENTIAL MATTERS:

Works regularly with information and records which are restricted to specific person. Discretion and integrity are requirements. Confidentiality of co-worker information is of the utmost importance.

RESPONSIBLE FOR ACCURACY-EFFECT OR ERRORS:

Responsible for the accuracy of information collected and disseminated. Responsible for accurate data input. Correction of errors detected is of the utmost importance. Errors may result in misdirected emergency response.

RESPONSIBILITY FOR GETTING ALONG WITH OTHERS:

Has contact by telephone, correspondence and personal meeting with persons in other departments or with the general public. Tact is required in these contacts and the employee assumes responsibility for harmonious relationships.

RESPONSIBILITY FOR FUNDS AND OTHER VALUABLES:

May be responsible for up to \$100.00 of money or supplies.

RESPONSIBILITY FOR MACHINERY AND EQUIPMENT:

Worker shall exercise due care and shall report maintenance needs that could cause losses. Losses from breakdowns and repair could be substantial.

SUPERVISION RECEIVED:

The employee assumes responsibility. Employee is presumed to know the routing work details and performance standards of the job and to perform assigned tasks without appreciable advice from supervision. Plans and arranges work assignments under specified standard practices and procedures. Refers questionable items to upper management. Works under the direction of the 9-1-1 Director, Operations Manager, Supervisor, and Training Specialist.

NUMBER SUPERVISED:

Supervises no one.

SUPERVISION EXERCISED:

No one.

ABILITIES:

Must have good written and verbal communications with good decision making skills. Able to perform work accurately and timely without supervision. Clear and understandable phone and radio voice a must.

DEXTERITY:

The job requires repetitive or frequent exercise of moderate motor ability such as operations a typewriter or computer. Such operations are primary components of the job and speed and accuracy are desired.

MONOTONY AND COMFORT:

Variable tasks are performed, however job requires sitting at a workplace and having some reaching to do. Other tasks may occasionally be done to provide opportunity for variety of tasks.

PHYSICAL EFFORT:

Sedetary. Lifting 10 pounds maximum and occasionally lifting and/or carrying objects weighing up to 10 pounds or less.

PRESSURE OF WORK:

Requires close concentration with occasional periods of tension caused by the necessity to meet deadlines, 911 calls, or handle unexpected situations. Flexible work hours are needed to effectively perform the job.

WORKING CONDITIONS:

Works regularly under desirable conditions with little or no disagreeable features. Illumination and ventilation are good and distractions are at a minimum considering the type of work performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Approved by _____ Date _____

The duties and responsibilities included in this description are not to be all-inclusive, and the employee will be expected to perform other job duties as assigned by management. The county of Trumbull reserves the right to revise or change the job duties and responsibilities included herein at any time upon written notice to the employee. This description does not constitute a written or implied contract of employment.

1.1-1 TELECOMMUNICATOR JOB SPECIFICATIONS/ESSENTIALS

TRAINING:

National Academy of Emergency Medical Dispatch. Ohio Law Enforcement Automated Data System (LEADS) Certification. Twelve (12) hours of 9-1-1 Center continuing education yearly.

SPECIAL REQUIREMENTS:

Must be a resident of Ohio with no record of criminal conviction. Must be physically capable of handling duties. Work schedule flexibility is essential. Must be available for shift work and overtime assignments. Recommendation of the 9-1-1 Center Director/designee and approval of the County Board of Commissioners is a prerequisite. Drug test and passing of comprehensive background check is also necessary.