

Barry County E9-1-1 Policy Manual

Recruiting Summary

TITLE	Emergency Telecommunicator
DEPARTMENT	Barry County Emergency Services E9-1-1
HOURS	24/7 – Shift Work, including holidays and weekends* *May be recalled to duty at any time as required.
HIRING RANGE	\$12.65 - \$ 13.35 Depending on experience

DUTIES

Receive

- Acquire information from citizens and other entities requesting public safety services or assistance.
- Establish verbal communications with a service requester via telephone or other communications devices, so that a communications link is established
- Extract pertinent information, so that accurate information regarding the request is obtained
- Establish non-verbal communications, when given a request for public safety service, through a Telecommunications Device for the Deaf (TDD) to obtain accurate and complete information from the requester

Process

- Prepare data for dispatch or referral by evaluating, categorizing, formatting, and documenting the incident or service-related information
- Generate records of Public Safety service requests, given agency policies, procedures and resources so that the record is correct, complete, and concise
- Analyze information provided by a service requester given the policies, procedures, and values of the agency, so that the record is accurately categorized and prioritized
- Assess incomplete, conflicting, or inconclusive information or data, given special or unusual circumstances, policies, and procedures, so that an allocation of resources is determined.
- Evaluate a categorized and prioritized service request, given available resources, so that an allocation of resources is determined
- Initiate the timely addition, deletion, and correction of data, given agency policies and procedures, so that documents, files, databases, maps and resource lists are accurately maintained

Disseminate

- Release information and data, as required for the incident or service request and allowed by law, to the citizen, other communications personnel, or another agency that results in resolution, referral, or response
- Convey instructions, information, and directions to the service requester, given agency policies and procedures, so that information appropriate to the incident is consistent with those policies and procedures
- Relay information to other telecommunications personnel or entities, given processed data, so that accurate information regarding the request for service is provided
- Respond to requests for information, given and inquiry from the public or media, so that policies and procedures are followed

Required Knowledge and Skills

Knowledge

- Verbal communications process, including extensive English vocabulary skills
- Controlling the conversation, utilizing proper questioning techniques, active listening techniques, and managing situations, including excited or hysterical callers, foreign languages, suicidal callers, and other calls requiring special handling
- Non-verbal communications process
- Incident categories, priority levels, and identification of potential threats, risks and hazards

- Available resources, agency jurisdictions and boundaries
- Availability of resources, policies and procedures regarding pre-arrival instructions
- Applicable FCC rules, radio procedures and protocols, codes agency policies and procedures, the National Incident Management System, and the telecommunicator's role and function within the system

Skills

- Must possess verbal communication abilities, including the ability to hear and understand multiple conversations in English and/or other audio input, the ability to speak English clearly, the ability to use professional English vocabulary in all communications, and the ability to do all items described in this subsection using a headset and/or speakers on the supplied telecommunications equipment
- Must have the capability to visually see and operate all Communications Center equipment and be able to correctly interpret the visual information presented
- Operation and basic troubleshooting of telephone and communications systems and devices
- Use of non-verbal communication skills
- Application of English language and writing skills, interpret and condense information, keyboarding, typing skills, legible handwriting
- Map and chart reading and use of resource list
- Voice control, including the ability to provide directions, route callers, operate telecommunications devices