

Genesee County 9-1-1

Position Description **Telecommunicator**

Summary

Under the direction of the Director or his/her designee; is responsible for receiving emergency and complaint calls, and to dispatch the appropriate emergency service within the jurisdiction covered by Genesee County 9-1-1. Telecommunicators will monitor radio traffic, AVL, MDC, telephone calls and CAD (Computer Aided Dispatch) in day-to-day operations of 9-1-1.

Principle Duties and Responsibilities

1. Receives emergency and complaint calls, assesses their relative severity and urgency, prioritizes it, and determines the appropriate response, and dispatches appropriate emergency personnel and vehicles.
2. Interviews callers to obtain preliminary report of incident, criminal activity, fire, medical emergency, or other emergency, and gains sufficient information to properly respond and dispatch appropriate assistance.
3. Operates a variety of equipment including radio transmitters and receivers, computer equipment and terminals, radio consoles, telephones, recording equipment, and data communications terminals.
4. Monitors and maintains radio communication with local police and fire, state police or conservation officers and other field personnel (Emergency Management, patrol units, intelligence cars, fire marshal vehicles, bomb disposal units, divers, helicopter and marine patrol watercraft vehicles, fire units, medics, and/or other emergency personnel) to ensure their safety, determine availability of units, and deploy back-up when necessary.
5. Communicate emergency medical information and procedures to callers, including prearrival instruction (CPR, evacuation/safety, trauma, childbirth delivery, etc)
6. Studies and maintains knowledge of the location of city and county roads, county, township and city boundaries, hospitals, major public and private buildings, housing areas and police and fire jurisdictions.
7. Operate the LEIN (Law Enforcement Information Network).
8. Oversee and log the movement and disposition of emergency personnel/vehicles as assigned and assist in their safety.
9. Resource allocation and system management responsibilities
10. Maintain Michigan State 9-1-1 training standards and certification, with bi-yearly recertification and training.

11. Maintain high standards for training development and delivery.
12. Determines priorities of multiple requests for assistance based on nature of crime or incident.
13. Answer non-emergency phone lines and respond to inquiries, direct calls
14. May be required to assist in training junior employees.
15. Monitors electronic communication systems such as: National Warning System (NAWAS), Radio Control Monitor (RCM), Automatic Vehicle Locator/Global Positioning System (AVL/GPS)
16. Determines locations of events, crimes, or incidents using maps; notifies emergency response and/or department personnel of most appropriate route.
17. Provides courtroom testimony regarding criminal and/or traffic cases.
18. Determines locations of events, crimes, or incidents using maps; notifies emergency response and/or department personnel of most appropriate route.
19. Collects and disseminates information on weather and/or road conditions.
20. Facilitates language interpretation between non-English speaking callers and interpreters to provide the assistance needed.
21. This list is not inclusive of the total scope of job functions to be performed. Duties and responsibilities may be added, deleted or modified at any time.

Employment Qualifications

Education: High school graduation or equivalent

Experience: Some experience in dealing with the public, preferably in a communications/telephone capacity. Some prior data entry or related computer experience.

- Applicants must not have a criminal record
- Applicants must have a valid driver's license
- Applicants must type a minimum of 35 words per minute

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.

Physical Requirements: (This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements.

Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements.)

- Position requires continuous mental/visual/audio effort; for example, use of CRT, keyboard, computer, calculator, and telephones.
- Must be able to bend, stoop, sit and reach in order to operate equipment and perform dispatch functions.
- Must be able to communicate on the telephone and radio and handle stress involved with dispatching police and other emergency personnel and dealing with irate and/or distressed citizens on the phone.

Working Conditions: Work in area with radio, phone and telecommunications equipment for prolonged periods of time. Work varying shifts in a 24 hour a day operation including weekends and holidays. Shifts can vary from 4 hours to 16 hours a day. May be required to attend various schools, seminars, or conferences both locally and out-of-town to further their training and abilities.

Applications available at G-4481 Corunna Road Flint, MI 48532 or online at www.geneseecounty911.org