

## Telecommunicator I-METCAD

### **Additional Information:**

**Shift Schedules** – METCAD 9-1-1 is a 24 hours/day, 365 days/year operation. Minimum staffing levels during all shifts. Shift schedules are 7am-3pm, 3pm-11pm, 11pm-7am with two consecutive days off per week. Shifts include weekends, holidays, and personally important days, such as birthdays, anniversaries, religious days, etc. Shift sign-up is based on seniority so newly hired telecommunicators are typically assigned to evening and night hours. Voluntary and mandatory overtime is assigned, sometimes on short notice, to maintain minimum staffing levels, which may require employees to change or cancel personal plans.

**Training Program** - The training program for new Telecommunicators is fast-paced and intensive, requiring the ability to learn, retain and retrieve a large volume of information while constantly learning new information (names and locations of METCAD agencies, computer codes, radio activity codes, officer badge numbers, etc.). The training program is intentionally designed and set up to provide new trainees with ongoing support and time to synthesize this new information. Training is broken into multiple phases covering call taking, fire dispatch, and police dispatch separately. Classroom instruction is interspersed with time in the dispatch room shadowing experienced Telecommunicators and answering calls under supervision and observation. Training is approximately eight months to allow trainees the necessary time to become proficient and practiced. Trainees receive valuable and helpful feedback daily through written and verbal reports on their performance and progress.

**Working Conditions** - The dispatch room is approximately 2,000 square feet and has 11 individual workstations. This allows for easy communication but results in very little privacy while handling work. When people call 9-1-1 they are often in a state of panic or frustration and telecommunicators must be prepared to assist them. Frequent calls received are for thefts, accidents, domestic violence, suicidal subjects, medical emergencies, as well as handling incoming radio traffic from officers, firefighters, and other public safety personnel. Callers may be angry, hysterical, or are in desperate need of assistance.