

## Telecommunicator I-METCAD

### **Job Description : GENERAL STATEMENT OF DUTIES**

Performs communication work for police, fire and ambulance services; does related work as required.

### **DISTINGUISHING FEATURES OF THE CLASS**

Employees in this class are responsible for emergency dispatching requiring excellent organization, communication and customer services skills; ability to interact with citizens in difficult situations; ability to handle multiple tasks simultaneously; ability to efficiently and accurately enter and retrieve confidential information to /from local, state, and national criminal justice databases; and ability to work independent assignment. The work is performed through independent assignment in accordance with department, policies, and procedures. General supervision is received from a Telecommunicator II. Work shifts and days off are variable; must be available and willing to work voluntary and mandatory overtime including holidays and weekends.

### **ILLUSTRATIVE EXAMPLES OF WORK**

- Receives emergency and non-emergency calls, and determines by inquiry details regarding the situation, performs data entry of the information into the computer-aided dispatch system, and dispatches the proper public safety personnel
- Effectively communicates with public safety personnel using the radio system
- Tracks the location and availability of public safety personnel
- Runs computer checks on subjects as requested by police officers
- Receives and dispatches calls for animal control
- Performs inquiries from and updates to state and national crime databases
- Appropriately applies applicable policies and procedures to a variety of situations
- Performs accurate, concise, and understandable data entry
- Retrieves data from computer systems using queries and reports
- Maintains confidentiality of information and records
- Performs a variety of clerical and receptionist duties related to the above duties

### **REQUIRED KNOWLEGE, SKILLS AND ABILITIES**

- Ability to learn the policies and procedures of the public safety departments served
- Ability to learn the geography, highway and street system of the public safety departments served

- Ability to communicate efficiently and effectively orally and in writing
- Ability to perform data entry at 6,000 net keystrokes per hour with 90% or higher accuracy
- Ability to successfully pass a complete background security investigation
- Ability to prioritize and multi-task efficiently in stressful and emergent situations
- Ability to fulfill the requirements to perform independent assignment
- Ability to develop effective working relationships with other employees, government officials, members of member agencies, and the general public
- Ability to listen, remember and respond to verbal information; reading comprehension; ability to learn and apply information; reasoning ability; ability to use situational judgment
- Integrity – Demonstrated ability to act in the best interests of METCAD and the citizens and community we serve, engage in open and honest communication, and follow through on commitments
- Responsibility – Demonstrated ability to take initiative and responsibility and anticipate and act to prevent and solve problems
- Respect – Demonstrated ability to show respect for others regardless of differences, and ability to be direct and cooperative
- Teamwork – Demonstrated ability to work as part of a team, collaborating to achieve organizational goals
- Results – Demonstrated ability to work independently with general supervision, accept responsibility for assigned work, seek feedback, and learn from mistakes

#### **EDUCATION AND EXPERIENCE**

High school diploma or equivalent required. Work experience involving computer use, telephones, two-way radio operation, database programs, customer service, and data entry preferred; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities. Prior experience dispatching or working in a police or fire agency and emergency medical training preferred.

#### **ADDITIONAL REQUIREMENTS**

- Possess the physical abilities and psychological characteristics necessary to perform the functions of the job.
- Successful acquisition of LEADS (Law Enforcement Agency Data System), EMD (Emergency Medical Dispatch), CPR and NIMS (National Incident Management Systems courses 100 and 700) certifications required for independent assignment.