

**POSITION DESCRIPTION
COUNTY OF HENRY, INDIANA**

POSITION: Telecommunications Officer
DEPARTMENT: E-911
WORK SCHEDULE: Hours as scheduled
JOB CATEGORY: POLE (Protective Occupations, Law Enforcement)

DATE WRITTEN: August 1993

STATUS: Full-time

DATE REVISED: June 2015

FLSA STATUS: Non-exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Henry County provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.

Incumbent serves as Telecommunications Officer for Henry County E-911, responsible for monitoring incoming emergency and non-emergency calls and dispatching information to appropriate response units.

DUTIES:

Receives all emergency-related calls, gathers maximum amount of information in minimum amount of time, determines appropriate response and dispatches Police, Fire, EMS and/or other local emergency personnel accordingly.

Maintains and tracks current status of all police, fire, EMS, command and response personnel, assessing unit safety and need for backup, and dispatching backup units as necessary.

Receives incoming non-emergency/information-related calls, determines nature of call, responds to inquiries, routes caller to appropriate individual/department, takes message and/or forwards calls to voice mail.

Enters all emergency and non-emergency dispatch data and shift activities in Computer Aided Dispatch (CAD) as required.

Receives and transmits computer teletypes pertaining to, but not limited to, criminal histories, drivers' licenses, vehicle registrations, protective orders, gun permits, runaways, wanted and missing persons, AMBER alerts, and stolen property and vehicles.

Verifies, enters and maintains accurate IDACS/NCIC information for the Department and other law enforcement agencies, researching and retrieving information as requested.

Provides emergency/medical instructions as needed, comforts emotionally distraught persons, and utilizes mapping to locate 911 calls and provide directions.

Pages Hospice, Red Cross, County Coroner, Hazmat and/or SWAT as situations demand. Contacts and works with Public Works, utilities, wrecker/tow services, telephone companies, wireless phone companies, and alarm companies as needed.

Gathers weather information and submits to the National Weather Service. Provides road and weather conditions to other County departments, hospitals, schools, and the general public as warranted.

Performs data entry and record keeping in various programs and updates County-wide information for businesses, addresses, and emergency contacts.

Performs warrant checks, visitor checks, and administrative messaging for Jail staff.

Monitors, reviews, and communicates through email as necessary.

Tests radio function and paging system on a regular basis and notifies supervisor of problems.

Periodically attends prescribed training programs for certification/re-certification in specialized areas as required.

Maintains neat and orderly work area.

Performs related duties as assigned.

I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:

High school diploma or GED.

Possession of or ability to obtain and maintain possession of all required certifications, including, but not limited to, First Responder/CPR, IDACS/NCIC, and Emergency Medical Dispatch certifications.

Ability to meet all department hiring requirements, including passage of a drug test.

Working knowledge of and ability to make practical application of standard practices, procedures, rules and regulations of the Department and ability to take authoritative action as situations demand.

Complete knowledge of local geography and ability to read maps, use emergency code terminology, and quickly, clearly and calmly respond during stressful situations.

Working knowledge of standard English grammar, spelling and punctuation, and ability to condense large amounts of information into coherent typed remarks. Ability to complete written reports within Department deadlines.

Working knowledge of radio frequencies, codes, procedures and limitations and ability to speak clearly and distinctly, hear and be heard and understood when communicating in person, by radio, or by telephone.

Practical knowledge of area law enforcement, EMS and fire demands, and ability to effectively perform essential duties of the position without posing a direct threat to the health and safety of self and other individuals in the workplace.

Ability to type with speed and accuracy and properly operate a variety of standard office and communications equipment, including computer, E-911 system, two-way radio, computerized telephone system, weather radio, paging system, copier, scanner, and fax machine.

Ability to effectively communicate orally and in writing with co-workers, other County departments, police and fire personnel, emergency services, public safety agencies, Jail, hospital, utility companies, wrecker services, and members of the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to provide public access to or maintain confidentiality of Department information and records according to state requirements.

Ability to comply with all employer and Department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to competently serve the public with diplomacy and respect, including occasional encounters with irrational/distraught/hostile/misinformed persons.

Ability to understand, memorize, retain, and carry out oral and written instructions and present findings in oral or written form.

Ability to compile, compare, analyze, evaluate and coordinate data, make determinations, and take action based on data analysis.

Ability to add, subtract, multiply, divide, and calculate decimals and percentages.

Ability to work with minimum supervision and with others in a team environment, often amidst frequent distractions, interruptions and time constraints.

Ability to establish priorities and accomplish multiple tasks in a limited time.

Ability to work irregular and/or extended hours, evenings and weekends as scheduled.

II. RESPONSIBILITY:

Incumbent performs duties according to a formal schedule, with work priorities primarily determined by supervisor and service needs of the public. Assignments are guided by definite objectives using a variety of methods or procedures, with incumbent referring to supervisor for unusual or unprecedented matters. Incumbent receives indirect or occasional supervision and has moderate flexibility in the job. On rare occasions, decisions are made in the absence of specific policies and procedures, and/or guidance from supervisor. Errors in incumbent's work are primarily detected or prevented through procedural safeguards, prior instructions from supervisor, and/or notification from other departments, agencies or the public. Errors in decision could result in inconvenience to other agencies or the public, substantial property loss, and/or endangerment/loss of life to emergency service workers or members of the public.

III. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other County departments, police and fire personnel, emergency services, public safety agencies, Jail, hospital, utility companies, wrecker services, and members of the public for purposes of giving/receiving information, responding to emergency/non-emergency calls, and dispatching personnel.

Incumbent reports directly to Telecommunications Supervisor.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a communications center, involving sitting/walking at will, keyboarding, close/distance vision, color perception, ability to adjust focus, handling/fingering objects, hearing sounds/communication, and speaking clearly. Incumbent is frequently exposed to stressful situations associated with emergency requests for assistance and typically performs duties in a restricted seated position with little or no opportunity for breaks during shift.

Incumbent works extended and/or irregular hours, evenings and weekends as scheduled.

APPLICANT/EMPLOYEE ACKNOWLEDGMENT

The job description for the position of Telecommunications Officer for E-911 describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?
Yes_____ No_____

Applicant/Employee Signature

Date

Print/Type Name