JOB DESCRIPTIONS

**COUNTY EMERGENCY COMMUNICATION DISTRICT**

**JOB DESCRIPTION**

**Title: Telecommunicator**

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

# Relationships

Reports to: EMA / 911 Director, Telecommunication Center Manager, Telecommunication Supervisors

Subordinate Staff: None

Other internal contacts: 911 Board Members; 911 Staff;

EMA Staff; Local Area Law Enforcement And Fire Agencies; Emergency Medical Providers; City and County Departments

External contacts: General Public

# Job Summary

This is a complex, safety sensitive position, involving a person in the capacity of complaint clerk and radio dispatcher. Receive requests for assistance in the form of law enforcement, fire or emergency medical service response. Answer 911 trunk lines in the answering point and decide in the shortest time possible whether to direct the call to law enforcement, fire, or EMS services.

The time gap between dispatch and/or notification and the arrival of emergency units is a difficult area. The caller is on his/her/their own until help arrives. Possess the skills and abilities necessary to decide whether to stay on line and provide assistance and comfort or to terminate the call.

# Responsibilities and Duties

1. **Law Enforcement**

Receives emergency calls via 911 and quickly and accurately transmits the call to the appropriate Law Enforcement Agency. County Law Enforcement Agencies are dispatched as required by their protocols.

# Fire Department

Receives fire calls via 911. Dispatches City Fire and the fourteen Volunteer Fire Departments within County. Maintains CAD records on all calls received for Fire in County.

# Emergency Medical

Connects callers directly to the ambulance service provider.

# Emergency Management, Search & Rescue, State Troopers and Marine Police

Dispatches these units as the need arises, and maintains radio contact throughout the emergency operation.

Employees holding this position must meet the General Qualifications for Employment (As listed on page 12).