

**BAXTER COUNTY
OFFICE OF EMERGENCY MANAGEMENT
JOB DESCRIPTION**

POSITION TITLE: TELECOMMUNICATOR

DEPARTMENT: EMERGENCY 911

POSITION RELATIONSHIPS:

- A. Supervisors: 911 Coordinator and Director, Office of Emergency Management (OEM)
- B. Positions Supervised: None
- C. Interrelationships: Works with all County and City Emergency Service Agencies: Fire, Police and EMS (Emergency Medical Services).

POSITION SUMMARY:

Receive calls from the public for assistance, dispatch and coordinate responses of public safety agencies.

DUTIES AND RESPONSIBILITIES:

- Receive calls from the public and accurately assign their requests for police, fire, emergency medical services and other allied public safety resources.
- Dispatch appropriate units and resources to police, fire, emergency medical services and other public safety incidents.
- Provide communications coordination of public safety resources.
- Accurate and timely utilization of County computer-aided dispatch system for complaint taking, location verification, resource dispatching, and coordinating public safety incidents.
- Transmission and retrieval of information through county, state and federal law enforcement data networks.
- Accurate recording of information on a variety of forms, logs, and computer screens, as dictated by operational policies and procedures.

REQUIRED OCCUPATIONAL TRAITS:

Knowledge

- Public safety dispatch operations, policies and procedures.
- Computer-aided dispatch system.
- County geopolitical characteristics.

Abilities

- Accuracy in work.
- Ability to follow instructions.
- Ability to work closely and harmoniously with others.
- Perform tactfully and proficiently under stress.
- Present with a clear and understandable telephone and radio voice.

Other

- Successfully complete Telecommunicator training program and score 80% or better on written Telecommunicator Examination.
- Successfully complete and maintain operator qualifications for state law enforcement computer system.

The duties and responsibilities included in this description are not intended to be all-inclusive, and employees will be expected to perform other reasonable job-related duties as assigned by management.

The County of Baxter reserves the right to revise or change the job duties and responsibilities included herein at any time upon written notice to employee. This description does not constitute a written or implied contract of employment.

Employee Acknowledgement

Date