

SAGADAHOC COUNTY POSITION DESCRIPTION

Department: Communications Center

Job Title: Emergency Telecommunicator

Pay Grade: Established by
collective bargaining

Job Relationship:

- A. Responsible to: Director, Sagadahoc County Communications Center
- B. Manner of Review and Approval of Work: Through direct observation of activities.

Employee Definition: Full-Time

Hours: 40

Job Summary:

Maintains emergency and non-emergency communications with various public safety field units; receives, records and dispatches calls for assistance from the general public; replies to requests for information received from field units; assign field units to assist other law enforcement agencies as requested.

Representative Duties and Responsibilities:

- Monitors telephones and radios in the dispatch center; answers all incoming calls and ascertains nature of the call; gathers all necessary information to transmit or relay; provides Emergency Medical Dispatch assistance when applicable.
- Dispatches Law Enforcement, Fire or EMS field units; contacts all required personnel in emergency situations; makes referrals and notifications to other agencies when needed.
- Maintains records; maintains on-going contact with the responding personnel and keeps them informed of all evolving pertinent information.
- Operates all communication center equipment.
- Performs majority of duties with the use of computers and other technical software and internet programs.
- Performs responsibilities at outlined in the Communication Center's Standard Operating Procedures and other directives, oral or written.

This description is not an exhaustive list of duties and responsibilities associated with this position. While this is intended to be a reflection of the current position, management reserves the right to revise these responsibilities or require other or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, workload, rush jobs, technological development, etc.)

Working Conditions and Job Hazards:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is frequently required to walk. The employee is frequently required to use hands to finger, handle or feel objects, keyboards or controls, and to reach with hands and arms.

The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. The noise level is usually moderate.

Specifications/Qualifications:

- A. Education and training: High school graduate or equivalent with working knowledge of Maine State Statutes.
- B. Successfully complete a state and national criminal history check including fingerprinting.
- C. Successfully complete a medical and polygraph examination.
- D. The ability to complete required Terminal Certification training within one year of employment.
- E. The ability to complete required Emergency Medical Dispatch certification training within one year of employment.
- F. The ability to complete required E9-1-1 Operator Certification training within one year of employment.
- G. The ability to complete other training required to perform responsibilities of this Communications Center; classroom, OJT, etc.
- H. Possess adequate computer and keyboard skills, as well as familiarity with office procedures and operation of communication center equipment.
- I. Significant interpersonal and communications skills, oral and written, used through a variety of mediums including radio, teletype and computers.
- J. The ability to work independently as well as a team member, working diplomatically and effectively with the public and under adversely stressful situations with strict attention to detail.
- K. The ability to establish and maintain in a professional rapport with employees.
- L. Must possess a valid driver's license.

The duties above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.