

# Telecommunicator



## Position Description

**Status**

Full-Time, Nonexempt

**Reports to**

Telecommunicator Supervisor

**Compensation**

B21

**Supervises**

N/A

**Bargaining Unit**

GELC Telecommunicators

**Position Category**

Specialist

**Summary**

Receives calls and dispatches for all public safety within Allegan County, emergency and non-emergency related. Law Enforcement Information Network (LEIN) record entry and management for law enforcement and courts.

**Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While this position does not have direct supervisory responsibilities, it may serve as a coach and mentor for other positions in the department.

1. Processes all emergency and non-emergency public safety and public service calls within Allegan County. Prioritizes calls and department response and dispatches appropriate resource.
2. Must be able to multi-task under a variety of circumstances.
3. Must be able to communicate with callers from various backgrounds and who vary in ethnicity, age, race, gender, and mental abilities, and may be under the influence of alcohol/drugs, utilize foreign language interpreter service as applicable, process information from callers who cannot or will not provide appropriate and necessary information to initiate an incident.
4. Monitors all countywide work station alarms, manages the Law Enforcement Information Network (LEIN) system, performs Emergency Medical Dispatch (EMD) utilizing EMD protocols established by the Allegan County Medical Control Authority Board.
5. Answers and processes administrative calls for all public safety and government related agencies.
6. Record management logs for: Service Vehicle Rotation, Computer Aided Dispatch (CAD), lost and found, road conditions and closures, livestock, animal records, phone records, medical examiners, on-call for courts, Child Protective Services (CPS), Dive Team, SWAT Team, Marine Patrol etc.

7. Operates radio consoles, audio recorders, Enhanced 911 (E911) displays, computer aided dispatching (CAD) terminals, Law Enforcement Information Network (LEIN) and National Crime Information Center (NCIC), Emergency Alert System (EAS), keyboard, CAD, CAD mapping, Mobile Computing Terminals (MCT), Outdoor Warning Sirens, Teletype (TTY), Public Safety Alert Monitors (PSAM), Fleet Eyes, Emergency Management Network (EMNet).
8. Performs miscellaneous clerical duties as needed.
9. Contacts non-public safety related agencies that work with Allegan County Central Dispatch (ACCD) on a routine basis.

## **Competencies**

Competencies are listed below.

- Customer Focus
- Teamwork
- Employee Engagement
- Process Focus
- Financial Resources
- Goal/Results Oriented
- Communication
- Leadership & Influence
- Decision Making & Judgement
- Analysis & Problem Solving

## **Supervisory Responsibility**

This position has no direct supervisory responsibilities.

## **Work Environment**

This job operates in a professional office environment in a locked dispatch center. This role routinely uses standard office equipment such as computers, phones, photocopiers and filing cabinets.

## **Physical Demands**

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.

While performing the duties of this job, the employee is regularly required to express oneself and exchange information both verbally and in writing. The employee is required to move about the office environment; operate a computer and other office machinery; and move or transport files or other items to meetings and other office spaces. This is largely a sedentary role; however, some filing may be required. The ability to open filing cabinets and bend or stand on a stool as necessary is required.

## **Travel**

Travel is required to access County buildings and employees, as well as meetings and training opportunities throughout the State. Occasionally may require travel outside the state.

## **Required Education and Experience**

1. High school diploma or equivalent plus up to one year of specialized or technical training beyond high school
2. Within one year of hire must be Emergency Medical Dispatch (EMD) certified, Law Enforcement Information Network (LEIN) certified and have completed a State basic dispatching course.
3. Keyboard speed and accuracy with minimum of 40 words per minute.

## **Preferred Education and Experience**

1. Two years' experience in public safety related field.

## **Other Duties**

Ability to competently perform all the essential duties of the position, with or without reasonable accommodation, demonstrated commitment to effective customer service delivery, and the ability to work productively as a member of a team or work group are basic requirements of all positions at Allegan County.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

## **Signature**

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_