

OFFICE OF THE SHERIFF COUNTY OF DUKES COUNTY

JOB DESCRIPTION

Title: Telecommunicator-In-Training
Department: Regional Emergency Communications Center (RECC)
Reports to: Shift Supervisor or Sergeant
Classification: SD3 Grade 01
Date of Job Description Revision: December 2023

GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES

A first-line public safety communications professional who essentially serves as a first responder to every class of emergency for which public safety services are provided.

Primary responsibility is to receive, process, transmit and/or dispatch emergency and non-emergency calls for police, fire, emergency medical services (EMS), and other public safety services via telephone, radio and other communication devices. Upon successful completion of training, a Telecommunicator In Training is recommended for promotion to Telecommunicator I.

SUPERVISION

Under the direct supervision of the Shift Supervisor.

Performs varied duties of a responsible nature, including dispatching and clerical functions, in accordance with established standard operating procedures, requiring comprehensive knowledge of departmental policy and procedure while using independent judgment to determine the correct response to emergency situations.

JOB ENVIRONMENT

Work is performed in a public safety regional emergency communications center; often under stressful situations. Work includes assignments to day, evening, night, weekend, and holiday shifts.

Operates telephones, radio equipment, computer equipment, recording equipment and standard office equipment such as copy machine and fax machine.

Makes constant contact with other employees, the general public, police, firefighters, emergency medical technicians, paramedics, and other local, county, state and federal public safety personnel, communicating complex and detailed information involving emergency E9-1-1 and non-emergency calls, often of a sensitive and confidential nature requiring the use of considerable tact to avoid friction and obtain cooperation.

Errors could result in delays in processing important information, damage to property, and loss of life.

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ESSENTIAL FUNCTIONS

(The essential functions or duties listed below 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.)

Monitors, answers and prioritizes all received emergency 911 calls, complaints, property alarms for fire, burglary, motion detection, etcetera, personal alarms for medical, lifeline, panic, etcetera, as well as, other non-emergency requests for public safety assistance, and dispatches to police, fire, EMS, and other public safety personnel, via radio and/or telephone, in a timely manner, while keeping supervisory personnel aware of priority situations.

Operates a multiple frequency radio system and a multiple channel paging system for multiple public safety agencies.

Provides medical instructions via a certified Emergency Medical Dispatch (EMD) system to callers in need of emergency medical assistance.

Facilitates communications among police, fire, and EMS personnel during emergencies.

Assists the general public, furnishing information or making appropriate referrals.

Documents and maintains accurate and detailed records, Computer Aided Dispatch (CAD) logs, hand written logs, computer logs, recorded calls, and other pertinent information received or transmitted.

Uses the Criminal Justice Information Services (CJIS) system and the National Crime Information Center (NCIC) to enter and retrieve appropriate public safety information.

Issues General Broad Cast (GBC) and General Information (GI) for any requesting public safety agency and validates information entered such as missing persons, stolen property, and etcetera.

Log all Criminal Offender Record Information (CORI) in the dissemination log and the CAD.

Performs motor vehicle registration, boat registration, and license checks, as well as other related tasks, for local law enforcement agencies.

Operates and monitors the CJIS FOX message system.

Coordinates with municipal and state highway departments during storms, snow removal, road closings, and other related situations.

Performs various administrative and clerical functions including, but not limited to, typing, data entry, filing, and logging.

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Maintains the cleanliness of telephones, computers, dispatch equipment, dispatch area and RECC in general.

Performs any and all other related duties as required by the Shift Supervisor, Communications Center Supervisor, the Sheriff or as the situation dictates.

RECOMMENDED MINIMUM QUALIFICATIONS

Education and Experience

High School diploma required, two years college preferred; two years experience in public safety position or a clerical position involving work with the general public, or any equivalent combination of education and experience.

Knowledge, Ability, Skill and Personal Characteristics

Knowledge.

Demonstrated knowledge of computer software designed for word processing.

Working knowledge of geographical layout of the island.

Working knowledge of the public safety agencies on the island and the services to the public they provide.

Full knowledge of laws and policies regarding the receiving and dissemination of confidential information.

Working knowledge of medical terminology to enable communication with EMS and the emergency room.

Ability

Ability to learn the E9-1-1 system and Emergency Medical Dispatching.

Ability to learn Computer Aided Dispatch (CAD) and Records Management System (RMS).

Ability to use a multiple frequency radio system and a multiple channel paging system.

Ability to learn National Incident Management System/Incident Command System (NIMS/ICS).

Ability to work alone or with a partner and handle numerous emergency situations calmly, promptly and efficiently while under stress.

Ability to follow complex instructions and multi-task.

Ability to write clear, concise reports.

Skill

Demonstrated skill in typing, data entry, and record keeping.

Operates the RECC's security camera system.

Operates E911, QED and ESRI mapping systems.

Work independently or as part of a group.

Personal Characteristics

Possess a high degree of self-discipline to organize and prioritize daily job duties.

Possess mental alertness and good judgment in emergency situations.

Demonstrate tact and courtesy.

Have empathy and demonstrate compassion.

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Special Requirements

Attend and successfully complete a five (5) week Massachusetts Telecommunicator Dispatch Academy.

Attend and successfully complete a one (1) week Emergency Medical Dispatch certification course.

Must obtain CJIS certification within six months of hire.

Maintain certification as required for E911, EMD, CPR and CJIS.

Physical Requirements

Minimal physical effort generally required. Position requires the ability to operate a keyboard and sit at the computer and dispatch station for long periods. Ability to use hands, eyes and ears to operate dispatching equipment and other related emergency equipment at efficient speed.

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