

**STOKES COUNTY EMERGENCY COMMUNICATIONS
POSITION ANNOUNCEMENT
May 21, 2024**

TITLE: Full-time Public Safety Telecommunicator

LOCATION: Stokes County Emergency Communications

SALARY RANGE: \$34,733.61 - \$55,573.78 (Commensurate with experience)

CLOSING DATE: June 4, 2024 (County application must be submitted by 5:00 pm)

Summary

Receives and dispatches emergency and non-emergency calls (voice/text/messaging) for law enforcement, fire, rescue, medical, and other emergency services by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Answers phone calls to include 911 and administrative lines, via voice, text, messaging, and TTY/TTD (text telephone device) request.

Uses customer service practices and skills appropriate for the varying situations presented.

Receives and screens incoming requests (via telephone, radio, and computer terminal) for law enforcement, fire, medical, or other emergency services.

Utilizes PSAP (Public Safety Answering Point) infrastructure to include Phase II information to verify caller information on E911 calls.

Questions callers to determine location and seriousness of emergency and response needed.

Inputs call information into Computer Aided Dispatch (CAD) system (Emergency and non-emergency/scheduled EMS; County & City Police; County & City Fire and additional County or City Departments).

Operates two-way radio and/or other communications equipment to dispatch law enforcement, fire, Rescue, medical and other personnel, and equipment and to relay instructions or information to remote units.

Assists and Instructs callers using the Medical Priority Dispatch System. Maintains at or above North Carolina Office of Emergency Medical Services (NCOEMS), and IAED (International Academy of Emergency Dispatch) Center of Accreditation performance standards for EMD (Emergency Medical Dispatch), EFD (Emergency Fire Dispatch, and EPD (Emergency Police Dispatch).

Provides post-dispatch and/or pre-arrival instructions to caller if appropriate.

Coordinates law enforcement, fire, ambulance, and other emergency requests, relaying instructions to closest and most suitable units available.

Contacts law enforcement officers to verify assignment locations, monitors dispatched units, and when necessary, serves as liaison with caller.

Maintains proficiency in manual back-up systems and contingency plans for CAD, Radio, E911 phone, and ProQA software failures.

Enters and coordinates all non-emergency/scheduled transports for Stokes County.

Uses computerized radio software to direct/alert/assist Field Units (Fire/Rescue/EMS/Law Enforcement/Animal Control, etc.) to monitor multiple radio channels using radio console and assists on these channels as required.

Notifies appropriate ALS (Advance Life Support)/First Responders/County Fire & Rescue/County & City Police agencies when required and provides patient/scene safety information as available.

Uses multiple mapping applications and various systems to accurately identify the locations of incidents requiring field response, as well as best access routing for field units.

Ensures units are shown in the proper status in the CAD system to allow for accurate record keeping.

Establishes radio and phone patches to various facilities.

Utilizes outside resources (Language Line, Poison Control, Forestry, Probation, State Highway Patrol, etc.) to assist callers when appropriate.

Enters, updates, and retrieves information from a variety of computer systems. This includes making inquiries/entries into the DCI, and/or National Crime Information Center through a computer terminal.

Coordinates and manages mutual aid resources for community and regional disasters.

Processes after-hour emergency calls for Red Cross, Emergency Management, Animal Control, etc as required.

Acts as county warning point for Stokes County to include making notifications acting upon evacuation recommendations for emergency incidents to include natural or manmade disasters.

Participates in Federal, State, and Locally mandated exercises to ensure proficiency in operation of County Warning Point responsibilities.

Answers and forwards non-emergency requests for assistance.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Education

High school Graduate or the acceptable equivalent (GED).

Experience

At least 1 year of relevant experience is preferred. Applicants may substitute additional relevant education for the required experience.

Computer Skills

To perform this job successfully, an individual should have knowledge of Spreadsheet software and Word Processing software.

Certifications, Licenses, Registrations

CPR required (within 90 days from hire date), EMD, EFD, EPD required (within 120 days from hire date), DCI/NCIC required (within 120 days from hire date), Basic Telecommunicator Class of at least forty (40) hours in length which is certified by a North Carolina State or nationally recognized Emergency Services organization and is approved by the NC 911 Board

All mandatory In-Service Training

All Certifications, once obtained, must be maintained while employed.

ICS 100, 200, 700, 800 required within 120 days from hire date.

Valid driver's license

Other Qualifications

Knowledge of E911 Software, Key Phone System, TDD, Computer Aided Dispatch (CAD), Radio Software, National Academy of Emergency Dispatch (NAED) Emergency Medical Dispatch (EMO), Emergency Fire Dispatch (EFD), and Emergency Police Dispatch (EPD) and Division of Criminal Information (DCI).

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.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

While performing the duties of this Job, the employee is regularly required to sit; engage in repetitive hand motion; talk and hear. The employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 10 pounds.

Mental Demands/ Requirements

Must learn to adapt to changes without compromise to accuracy.

Must be alert at all times.

Must pay close attention to details.

Must be able to communicate clearly in writing and verbally.

Must be able to maintain a good working relationship with his/her peers.

Must be able to multi-task and adapt to change without compromising proficiency or customer service.

Must be able to operate effectively in unpredictable, high stress situations.

Must adhere to all work rules, guidelines, procedures, and standards.

Must pass preliminary screening that tests error recognition, information identification, categorizing information and information recall.

Must pass a panel interview.

Must be U.S citizen per NC Division of Criminal Information (DCI) guidelines.

Applicants cannot have a felony conviction, two or more Class B Misdemeanor convictions ever, or apply for this position within ten years of receiving a single Class B Misdemeanor Conviction Per Division of Criminal Information (DCI) guidelines.

Applicants must participate in eight hours of onsite observation scheduled at the applicant's convenience, after the applicant has passed the preliminary screening test.

After selection, must be fingerprinted and have a background investigation per Division of Criminal Information (DCI) guidelines.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, guidelines, procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this Job, the employee regularly works in an indoor or office environment.

Entire work related to hearing ability.

There is constant typing, hand/finger usage.

This job description (Telecommunicator) requires the employee to report to duty in all types of natural or manmade situations.