

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Job Title : Telecommunicator
Department: Telecommunications
Revised : August 2013

Class : Administrative Support
FLSA : Non-exempt

This job description supersedes any prior description for the Telecommunicator classification.

GENERAL DESCRIPTION

Skilled work in receiving and transmitting signal, telephone, and radio alarms. Work requires independent judgment and initiative within established procedures. Supervision is received from a Telecommunications Shift Supervisor through observation and periodic conferences.

ESSENTIAL JOB FUNCTIONS (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Receives telephone and radio calls for help; dispatches alarms to proper station and in cases of multiple alarms, transfers apparatus from one station to another to maintain balanced protection and coverage.

Recalls off-duty personnel to work at the direction of a superior.

Records incidents and movement of apparatus; keeps records on each call, such as time received and movement of response apparatus; keeps records of conditions of streets and hydrants and informs station officers of all changes.

Operates video data terminal to retrieve essential information which is relayed to operations personnel for proper response to incidents.

Notifies authorities of utilities and other emergency related organizations as necessary in the event of mutual-aid emergencies.

Assists in the entering and retrieval of call-related data through computer terminals necessary for statistical reporting to various agencies.

OTHER JOB FUNCTIONS

Performs related duties as required.

Management reserves the right to add or amend duties at any time.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of Federal regulations applicable to two-way radio operations.

Ability to operate a two-way radio in order that information may be properly received and transmitted.

Knowledge of the types and use of firefighting, medical, and law enforcement equipment and ability to allocate equipment to alarms to guarantee adequate protection and coverage of the County.

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Ability to speak clearly and distinctly in transmitting complex information to responding fire companies and law enforcement agencies using a two-way radio.

Ability to think clearly and act quickly in emergency situations.

Ability to keep standard and special clerical records.

Ability to know and identify locations within Rowan County.

Must be NC Department of Criminal Information (DCI) certified or have the ability to become certified within 120 days of employment and maintain certification during employment.

Must be NAEMD certified in Emergency Medical Dispatch or have the ability to become certified within six months of employment and maintain certification during employment.

PHYSICAL REQUIREMENTS

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 10 lbs or less. Work includes extended periods of time viewing a computer video monitor and operating a keyboard. Work may include operation of a motor vehicle. Employee may be exposed to hazardous materials.

EXPOSURE CONTROL

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

MINIMUM EXPERIENCE AND TRAINING

Graduation from high school or GED equivalency; some experience in dispatching emergency calls and/or paid or volunteer experience in emergency services such as fire, rescue, law enforcement or emergency medical are preferred.

**This job description does not create an employment contract,
implied or otherwise.**