

# **JOB DESCRIPTION JERSEY COUNTY ETSB/E911 TELECOMMUNICATOR**

## **Position Title:**

Telecommunicator

## **Immediate Supervisor:**

911 Director

## **Kind of Position:**

1. Hourly wage commensurate with the terms of the Union Contract.
2. There is a one year probationary period during which an employee maybe dismissed for any reason without recourse.
3. Twelve (12) hour shifts with one (1) hour paid lunch break and 2-15 minute breaks
4. Vacation is one week after the first year and two weeks for years 2-7.
5. Sick time is accrued at 12 hours per month.
6. Holiday time is the same as set by the Chief presiding judge.
7. Employees will be required to work holidays if it falls on their scheduled day to work.

## **General Responsibilities**

Responsible for answering 911 emergency calls and dispatching the appropriate agencies. Answering administrative lines, working with emergency service personnel. running LEADS inquiries, and various other communications and dispatch tasks involving law enforcement, fire, ambulance, and disaster agencies.

## **Qualifications**

- A. Education and/or Experience
  1. A high school diploma or equivalent is required.
  2. Computer/keyboarding skills
  3. The position favors those who have had prior emergency service communications experience, experience in a comparable field of communications, or customer service experience.
  4. Knowledge of the county geographical layout (especially of roads)
- B. Language Skills:
  1. Communicate effectively, courteously, and clearly in English, both verbally, and in writing.
  2. Ability to hear in the normal range.
  3. Ability to understand the rapidly spoken word and unusual speech patterns.
  4. Speak distinctly and respond promptly
  5. Ability to read, analyze, and interpret technical procedures, and governmental regulations.
  6. Ability to write reports.
  7. Ability to effectively present information and respond to questions from the public over the telephone and from emergency personnel over the radio.
- C. Aptitudes and Attitudes:
  1. Possess an aptitude for coordination and cooperation.
  2. Possess a professional attitude with the desire to work.
  3. Ability to remain calm in difficult circumstances.
  4. Ability to constructively handle high stress situations, both emotional and physical.
  5. Can remain pleasant with people in situations wherein people have lost control.
  6. Must accurately type at a rate of approximately 30-40 words per minute.
  7. Must be able to work for hours with little direct supervision.
- D. Certificates, Licenses, Registrations:

Current Illinois Driver's License, Auto Insurance, Law Enforcement Administrative Data Systems (LEADS), Emergency Medical Dispatch (EMD), APCO Telecommunicator I (or its equivalent), NCMEC Missing Kids Dynamic & Response, TTY / TDD & CPR required or acquired within six months.
- E. Physical Demands:
  1. 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.
  2. While performing the duties of this job, the employee is regularly required to be visually alert for hours; use hands and fingers, especially at a computer keyboard; reach with hands and arms; talk and hear. The employee frequently is required to sit for hours.

- 3. Concentrate on assigned tasks through distractions, and perform other job related tasks, efficiently and effectively.
- 4. The employee is occasionally required to move.
- 5. Specific vision abilities of this job include the ability to adjust focus, and spend hours at a computer screen.

**Duties:**

- 1. Be responsible for telecommunication with the proper and effective use of the communications equipment.
- 2. Maintain documentation, records and logs as required by the 911 Center and governing bodies.
- 3. Assist in ensuring the functionality of all equipment in the 911 Center and related communication equipment. This may include, but may not be necessarily limited to the emergency alert telephone, emergency generators, pagers, telephone system, computer aided dispatch (CAD) system, etc.
- 4. Continually evaluate the conditions and performance of the 911 Center’s communications equipment and make appropriate recommendations with respect to maintenance, repair and replacement of the same to the Director.
- 5. Communicate with the various alarm companies and local subscribers.
- 6. Set an example for all members of the 911 Center by abiding by all applicable rules and regulations, policies and procedures.
- 7. Strive to improve the working conditions for all telecommunicators, to attain maximum efficiency and morale while protecting the interests of all personnel, and being consistent with goals, policies, procedures and rules of the 911 Center.
- 8. Perform any other duties as required by the laws of the Federal Government, State of Illinois, or Jersey County 911 Board.
- 9. Keep confidential, any information obtained through duties.
- 10. Perform such additional duties as the Director might reasonably request.
- 11. Failure to fulfill these duties could result in discipline, which shall consist of these steps dependent upon the severity of the breach: verbal reprimand, a written reprimand, days off without pay, or dismissal.

**Training:**

We will provide training for:

- 1. Required courses such as LEADS, and EMD
- 2. Answering multi-line telephones, including E911
- 3. Communicate with hearing/speech-impaired citizens by operating specialized keyboard/computer systems
- 4. Assist and record requests for police, fire, and emergency medical services from the public and departmental personnel - via telephone and radio utilizing a computer-aided dispatch system.  
Input, retrieve, maintain, and read information from various computer databases, computer printouts, or other sources.
- 5. Operate multi-channel public safety radio equipment.

I have read and understand the job description for the position of Telecommunicator.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Approved by Jersey County ETSB  
January 17, 2017

Applicants are ranked by the testing and interview procedures, however, the rankings do not constitute an eligibility list nor does the ranking confer any preference in the hiring selection.