

COUNTY OF DEKALB  
JOB DESCRIPTION  
TELECOMMUNICATOR  
10/23/18

**JOB SUMMARY:**

The work of this position involves responsibility for the protection of life and property, and providing crucial communication between citizens and emergency service. The Telecommunicator provides communications support to police and fire department personnel and provides information and assistance to the general public; related duties, as assigned. The Telecommunicator is part of the County-wide 9-1-1 emergency center, and an integral part of Corrections and courthouse security.

The position of Telecommunicator is assigned to the Communications Section of the Sheriff's Office and reports directly to the Communications Sergeant/Supervisor or Telecommunicator in charge. The position is a permanent MAP Lodge #318 position. The position is expected to work under extreme stressful situations and maintain confidentiality at all times. In addition, there is extensive contact with the general public and other County employees in person and through the telephone, radio and LEADS terminal. The position is governed by the Sheriff of DeKalb County and Federal and State regulations concerning radio transmissions.

**PRINCIPAL DUTIES & RESPONSIBILITIES**

- Receive all incoming emergency calls for police and fire departments, in addition to police non-emergency calls and after-hour calls to the Sheriff's Office.
- Receive and transmit message by radio, telephone and LEADS terminal for police, fire, and Coroner's Office.
- Handle multiple channels of communication simultaneously for several Police, Fire, and EMS Agencies.
- Operate a multi-line telephone system and enter data into a computer-aided dispatch system.
- Monitor other local police radio frequencies and Coroner's Office, Highway Department, Fire Departments, and citizen volunteer group frequencies.
- Dispatch police, fire, ambulance, and other emergency equipment immediately upon receipt of emergency calls by use of computer aided dispatch.
- Perform emergency medical dispatch and pre-arrival instructions for emergency medical calls.
- Provide information and assistance to the walk-in public.

- Computer data entry such as but not limited to warrants, Order of Protection, missing persons, stolen vehicle/items, maintain police desk reports, other files, and computer data according to departmental and state policies.
- Prepare follow-up reports, when necessary.
- Make computer entries and inquiries of LEADS and NCIC, and other law enforcement information banks.
- Make entries into, monitor, and/or operate burglar and fire alarm panel.
- Report equipment malfunctions and dangerous/hazardous conditions to the appropriate authority, monitor and broadcast highway conditions.
- Cross-train officers and telecommunicators, as assigned.

## **SCHEDULING**

The position involves regular and irregular shift work and shift rotations necessary to provide radio/dispatch services 24 hours/day, 7 days/week, 52 weeks/year (weekends and holidays included). Work shifts are normally 12 hours in duration, but may be extended in the event of emergency, disaster, manpower shortage, work load, or work-in-progress.

## **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

- Knowledge of principles, practices, and procedures of municipalities and the operations of modern law enforcement agencies.
- Knowledge of DeKalb County and surrounding areas.
- Ability to use two-way radio. LEADS terminals and multi-line telephone.
- Ability to use computers, visual displays, telecommunications device for the deaf and the teletype.
- Multitask especially during emergency situations.
- Demonstrate ability to work under pressure.
- Ability to exercise good judgement.
- Demonstrate ability to work with the public and other employees.
- Ability to understand and follow oral and written instruction.
- Good written and oral communications skills. Actively listens and communicates effectively through clear speech and hearing.
- Ability to work independently.
- Possession of the physical capabilities necessary to perform all of the job requirements.

## **EQUIPMENT USED:**

Multi-line telephones, personal computers, radio systems, LEADS terminals, books, manuals, computer aided dispatch system and monitors, T.D.Y. equipment, and alarm panel.

Education:

High School graduation or equivalent is required.