

**WAYNE COUNTY JOB DESCRIPTION for  
911- OES DEPARTMENT****GENERAL WORK FUNCTIONS**

Under close supervision, performs specialized radio and communications work for the Emergency Services Department, serving as telecommunicator on an assigned shift. Work involves receiving emergency and non-emergency incoming calls, dispatching appropriate personnel (Fire, EMS, Sheriff's Office, Municipal Police Departments, Highway Patrol, First Responders, and/or Forestry Service), and operating a computer terminal connected to the Division of Criminal Information (DCI), National Crime Information Center (NCIC), the National Weather Service, and a variety of local, regional and/or state emergency response databases. Employee is responsible for dispatching units or representatives from a variety of County departments and agencies. Reports to the Communications Supervisor.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

- Operates emergency communication systems, to include Computer-aided Dispatch and to receive and transmit messages for a variety of County departments and agencies; receives complaints and requests for service by telephone or radio; obtains necessary information and dispatches necessary officials and/or advises callers of proper contact for assistance or information.
- Monitors and operates Telephonic Device for the Deaf to communicate with hearing-impaired callers.
- Operates a computer terminal connected to a network which includes the Division of Criminal Information, the National Crime Information Center and a variety of local, regional and/or state emergency response databases to obtain and enter information; corresponds with other law enforcement or public services jurisdictions through computer system; processes and maintains records of information obtained.
- Informs emergency response personnel, Department of Transportation, local hospitals, rest homes, nursing homes and local government departments of severe weather warnings provided by the National Weather Service and other agencies.
- Utilizes computerized data entry equipment and various word processing, spreadsheet and/or file maintenance programs to enter, store and/or retrieve information as requested or otherwise necessary; summarizes data in preparation of standardized reports.
- Maintains a computer log of all complaints and services requested; maintains knowledge of location and activities of various emergency response personnel; prepares activity reports.
- Receives and dispatches for residential and commercial fire, burglar, and medical alarms to law enforcement officials, fire fighters, and EMS per standard operating procedures; notifies key holders of activation of alarms.
- Provides paging service for a variety of local government, departments and agencies.
- Works rotating day/night shifts and requires on-call status to work additional shifts as needed during disasters.

**KNOWLEDGE, SKILLS AND ABILITIES**

- General knowledge of the operation of two-way radio equipment and related Federal Communication Commission regulations.
- Working knowledge of the geographical layout of the County and state including political subdivisions, location of streets, important buildings and other landmarks.
- Working knowledge of surrounding counties including road names/numbers and the ability to transfer cellular calls to the proper PSAP.
- Some knowledge of the operation and location of law enforcement and emergency service units.
- Skill in the operation of emergency communication equipment and computer systems and databases utilized by the Department.
- Ability to elicit information necessary for proper dispatching from persons who may be distressed.
- Ability to exercise sound judgment in emergency situations.
- Ability to speak clearly, distinctly and politely.
- Ability to deal tactfully and courteously with the public.
- Ability to give accurate directions to outside agencies for areas in our county.
- Ability to maintain effective files, records and reports.
- Ability to establish and maintain effective working relationships as necessitated by work assignments.

**ADDITIONAL JOB FUNCTIONS**

- Performs routine maintenance of office equipment and work area; ensures operational readiness of office equipment; notifies on-call staff of call logging equipment alarms and maintains call-check system.
- Answers the National Warning System telephone line.
- Receives and relays messages to a variety of local government personnel.
- Maintains and updates MSAG for E-911.
- Maintains list of names and telephone numbers of essential local governmental personnel.
- Updates maps and road name listings.
- Maintains departmental inventories of available resources.
- Logs use of the Wayne County Fire Training Ground.
- Monitors and responds to Generator alarms.
- Monitors and responds to the BellSouth E-911 system alarms.
- Maintains and monitors the County alarm system and notifies emergency personnel and Buildings and Grounds personnel of activations.
- Completes all 911 inquiry forms to correct incomplete or incorrect ALI information.
- Maintains, updates, and obtains warrant information as needed by county and municipal law enforcement officers through Pistol 2000 computer program.
- Notifies Department of Transportation and electrical companies of all power outages, traffic signal failures, downed trees, etc.
- Receives and dispatches calls for American Red Cross, Animal Control, Court Counselors, Probation and Parole, and DSS Case Workers.
- Performs other related work as required.

### **MINIMUM TRAINING AND EXPERIENCE**

- Graduation from high school and some related experience or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.
- Basic Telecommunicator Certification within 6 months of employment.
- Division of Criminal Information (DCI) Certification within 1 year of employment.
- Emergency Medical Dispatch (EMD) within 1 year of employment.

### **SPECIAL REQUIREMENTS**

- Ability to be certified by the North Carolina State Bureau of Investigation's Division of Criminal Information in operation of the Division of Criminal Information Network.
- Ability to be certified in cardiopulmonary resuscitation.
- Must be at least 18 years of age.

### **MINIMUM STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of machinery and equipment including computer terminals, radio panels with hand and foot pedals, copiers, Dictaphones Call-Check, Telephonic Devices for the Deaf equipment, etc. Must be able to exert up to 10 pounds of force occasionally, and/or up to 5 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for sedentary work. Light work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires exertion of forces greater than for sedentary work and the worker sits most of the time, the job is rated for light work.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

**Interpersonal Communication:** Requires the ability to speak and/or signaling people to convey or exchange information. Includes receiving instructions, assignments or directions from superiors.

**Language Ability:** Requires the ability to read a variety of correspondence, reports, forms, manuals, etc. Requires the ability to prepare a variety of correspondence, reports, forms, budget, charts, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction and style. Requires the ability to speak before groups with poise, voice control and confidence.

**Intelligence:** Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists, to interpret a variety of instructions furnished in written, oral, diagrammatic or schedule form.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages, including accounting terminology.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract, multiply and divide, calculate decimals and percentages, interpret graphs, and compute discounts, interest, profit and loss, ration and proportion, etc.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Motor Coordination:** Requires the ability to coordinate hands and eyes rapidly and accurately in the course of using office equipment.

**Manual Dexterity:** Requires the ability to handle a variety of items, control knobs, switches, etc. Must have two minimum levels of eye/hand/foot coordination.

**Color Discrimination:** Requires the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and also when confronted with person acting under stress.

**Physical Communication:** Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear) Must be able to communicate by telephone.

**I have read and understand the nature of this position and the required duties described. I understand this is not an exhaustive list of duties that may be asked of me in this position. I am capable and willing to perform these duties.**

**\*This position is designated safety-sensitive and is subject to random drug screenings.**

**Employee's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_