

CLINTON COUNTY COMMUNICATIONS

CLASS TITLE: CLINTON COUNTY 911 TELECOMMUNICATOR

ADOPTED: MARCH 22, 2001

REVISED: FEBRUARY 18, 2015

GENERAL STATEMENT OF DUTIES

Receives information requiring law enforcement, fire and/or medical responses and transforms information via radio and/or phone to proper emergency or non-emergency services.

DISTINGUISHING FEATURES OF THE POSITION

This highly responsible and technical work involves the efficient operation of the Clinton County 911 Communications Center. The work is performed under direct supervision of the Communications Manager and/or the Lead Operator. Supervision and assignments are received both orally and in writing from the Communications Manager and work is reviewed by the Communications Manager through conferences, observations and results obtained. The nature of the work performed involves receiving, evaluating and prioritizing telephone (911 and non-emergency) and radio requests for service. Transforming the information into proper radio message format, determining jurisdiction and dispatching of proper emergency service agencies. Refers other requests to appropriate city, county, or private agencies. Records and monitors status of personnel and equipment and coordinates operations through effective radio and telephone communications.

EXAMPLES OF ESSENTIAL WORK (ILLUSTRATIVE ONLY)

- Ensures all equipment in the Communications Center is operational or reports any malfunctions to the Communications Manager or Lead Operator.
- Operates terminal for IOWA/NCIC following Iowa Rules and Regulations on inquiries, entries, modifications, cancellations, locates, criminal histories, and administrative messages.
- Reads and signs off on the IOWA/NCIC Intercom as required
- Answers incoming phone lines including Clinton Police Department, Clinton County Sheriff's Office, Camanche Police,

Dewitt Police, intercoms, "hot lines", and all other phone lines terminating in the communications center.

- Maintains all log books stored in the Communications Center.
- Operates radio console receiving and transmitting messages.
- Assigns all requests for assistance.
- Operates computer aided dispatch system, where input of information along with output of information is necessary.
- Dispatches for all Law Enforcement, Fire and EMS organizations with service area in Clinton County.
- Performs Emergency Medical Dispatching Duties.
- Monitors status of calls to ensure calls for service are expediently dispatched and processed within the framework of procedures and policies.
- Maintains arrest warrants.
- Maintains protective orders.
- Receives and broadcasts emergency weather information.
- Attends required and authorized training.
- Monitors fire, intrusion, panic, and robbery alarms and dispatches accordingly.
- Stays alert and ready to take action on all situations that may arise.
- Accurately completes tasks assigned on a daily log sheet.
- Performs related work as required.

REQUIRED SKILLS, KNOWLEDGE AND ABILITY

- Comprehensive knowledge of communications policies, principles, procedures and related local, state, and federal regulations.
- Comprehensive knowledge of the functions and operations of the Communications Center and its related equipment and capabilities.
- Comprehensive knowledge of the service areas (Clinton County) layout including but not limited to, streets, highways, and utilities.
- Thorough understanding of the computer aided dispatch system.
- Skill in relating to person in emergency situations.
- Ability to relate to but not limited to supervisors, managers, co-workers, and the general public.
- Ability to maintain perspective and good judgment in high stress and life threatening situations.
- Ability to speak clearly in a well modulated voice, use good diction and elocution.

- Ability to operate a computer using specialized equipment and related software.
- Ability to use logical and creative thought processes to develop solutions according to written specifications and oral instructions on an inventive basis as necessary.
- Comprehensive knowledge of records confidentiality and public records release laws.
- Ability to perform a wide variety of difficult communications and technical tasks with accuracy and speed under the pressure of time sensitive deadlines and in high stress emergency situations.
- Ability to quickly learn and put to use new skill and knowledge brought about by rapid changing information and/or technology.
- Ability to use a wide variety of office equipment and other technical machines includes fax machine, alarms, etc.
- Ingenuity and inventiveness in the performance of the assigned task.
- Ability to control telephone conversations in order to efficiently obtain accurate information in order to provide correct, understandable instructions to the emergency responders.
- Ability to receive and efficiently carry out instructions from the emergency responders.

ACCEPTABLE EXPERIENCE AND TRAINING

- Graduation from high school or equivalent, supplemented by additional education.
- Additional relative training in emergency communications, or a closely related field.
- Previous experience as a 911 Telecommunicator.
- Any equivalent combination to provide the knowledge, skills, and abilities to perform the work.

REQUIRED SPECIAL QUALIFICATIONS

- Computer skills
- Ability to type at least 30 words per minute
- Successful completion of the Iowa Law Enforcement Telecommunicator Academy during the probationary period.
- Successful completion of the Emergency Medical Dispatch course during the probationary period.
- Emergency Medical Dispatch recertification every two years.
- CPR Certification during the probationary period.
- IOWA/NCIC Certification within the first six months of employment.
- IOWA/NCIC Recertification every two years.

- Availability for shift work.
- Availability to report to work in all weather conditions.
- Successful completion of a thorough background investigation including submission of fingerprints.
- Confidentiality.

ESSENTIAL PHYSICAL ABILITIES

- Clarity of speech and hearing which permits the employee to communicate well with supervisors, emergency safety personnel, co-workers, and the general public in all situations by telephone and in person.
- Sufficient vision, with or without correction, which permits the employee to observe, review, and analyze a wide variety of emergency communications situations, and activities in the Communication Center.
- Sufficient manual dexterity which permit the employee to operate a computer keyboard and communications equipment in a rapid and efficient manner.
- Sufficient personal mobility which permits the employee to quickly access and operate emergency communications equipment and to move quickly and efficiently from location to location within and outside of the communications center in emergency situations.
- Must pass a thorough medical physical, psychological exam, and drug screen.