

Oconto County - Job Description

Job Title: Telecommunicator
Position #: 60101
Department: Sheriff
Reports To: 911 Lieutenant
FLSA Status: Nonexempt
Pay Classification: Grade G
Work Comp Code: 8810
EEO Code: 04-02
Approved Date: 08/05/2014

SUMMARY

Telecommunicator shall be responsible for all Police communications, 911 emergency calls, emergency Medical Services-EMS, Fire Departments, radio communications, and phone contact with citizens.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following, but not limited to:

Operation of various two-way radio systems coordinating communications for mobile units and multi-jurisdictional governmental agencies including fire and EMS, this includes, but is not limited to Oconto County channels, mutual aid frequencies including WISPERN, Point-to-Point, Statewide MARC channels, and tactical channels for special events involving multi-jurisdictions.

Receive, evaluate, channel and disseminate data, information, instructions and procedural messages to and from Oconto County units, and public safety sources and law enforcement agencies.

Operation of a complex CAD (computer aided dispatch) system, utilized to document, prioritize, and manage multiple incidents, and activities requiring law enforcement response. Used to coordinate law enforcement communications in the apprehension of law violator, response to crashes, motorists in need of assistance, or any of a myriad of possible needs for law enforcement response including life threatening emergency situations.

Coordinates police, fire, ambulance, and other emergency requests, relaying instructions to closest and most suitable units available

Perform duties required for the operation of Wisconsin Emergency Management regions involving response and relay of communications from the National Warning System. These include tornado and thunderstorm watches or warnings. Attacks by a foreign power, downed aircraft, earthquakes, floods, and other natural and manmade disasters.

Reception and facilitation of telephone calls to and from a myriad of sources, including but not limited to Oconto County personnel, the general public, other law enforcement agencies, government agencies, private entities and the news media.

Prioritize calls by need or urgency, multi-task between frequencies and determine appropriate response.

Assess officer safety needs and dispatches back up units when needed.

Apprise supervisory personnel of emergency and non-emergency situations as deemed appropriate. Telecommunicator shall properly record and enter into computerized RMS system all law enforcement radio traffic.

Operation of the TIME System; entry, and removal of warrants, stolen property, restraining orders and missing persons in the TIME System

Compilation of records and utilization of various electronic resources for the efficient business operation of Oconto County and for attainment and proper dissemination of sensitive law enforcement information.

Telecommunicator shall review and know all emergency plans the county has provided them.

Reception and facilitation of telephone calls to and from a myriad of sources, including but not limited to: Oconto County personnel, the general public, other law enforcement agencies, government agencies, private entities, and the news media.

Questions callers to determine location and seriousness of emergency and response needed.

Provides pre-arrival instructions to caller when time permits the dispatcher to do so.

Coordinates police, fire, ambulance, and other emergency requests, relaying instructions to closest and most suitable units available.

Relays information between hospital staff and emergency medical technicians at site or in ambulance.

Review performance and operation of communications equipment, coordinate repairs, or performs technical functions as required to ensure efficient operation.

Monitors panic alarm system, remote cameras, and other systems used to detect illegal entry and maintain security. This includes cameras that the E911 has in the dispatch center.

Contacts police officers to verify assignment locations, monitors dispatched units and, when necessary, serves as liaison with caller.

Ability to maintain a calm level demeanor while working in an environment that requires a person to prioritize stressful situations and handle several tasks simultaneously

Ability to perform multiple tasks at one time.

Ability to diffuse volatile situations, and the ability to define problems, collect data, establish facts and draw valid conclusions.

Ability to remember details, recalls details, and understands and executes complex oral and written instructions.

Ability to make life or death decisions in a matter of seconds in high stress situations.
Participation in police communications related training.

Responsible to be aware of, review and to follow the Oconto County Sheriff's Office policies and procedures.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

SUPERVISION RECEIVED

Employee receives guidance and oversight by supervisors on a regular basis, works alone on routine matters.

QUALIFICATIONS

One year certificate from college or technical school; or three to 12 months related experience and/or training; or equivalent combination of education and experience

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CONFIDENTIALITY

Most Sheriff Department matters are confidential which includes protected health information (includes electronic PHI).

CERTIFICATES, LICENSES, REGISTRATIONS

None

MATERIALS AND EQUIPMENT USED

General office equipment, computer, keyboard, printer, calculator, photocopier.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; move about; climb or balance; and stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, and ability to adjust focus.

WORK ENVIRONMENT

While performing the duties of this job, the employee is occasionally exposed to bloodborne pathogens and occasionally works in areas with security measures in place and occasionally works with persons of questionable character. The noise level in the work environment is usually moderate.

DISCLAIMER

The above statements are intended to describe the general nature of the job. They are not intended to be an exhaustive list of specific responsibilities, duties and skills required by personnel so classified.

Oconto County is an Equal Opportunity and Affirmative Action Employer. In compliance with the American with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.