

JOB VACANCY ANNOUNCEMENT "RE-ADVERTISED"

POSITION: TELECOMMUNICATOR (3 Positions)
DEPARTMENT: Duplin County Communications
SALARY: Grade 64 Salary: \$13.4029 Hourly
HOURS: 12-Hour Shift Work (Nights, Days, Weekends and Holidays)
Rotating Shift Work Every Two Weeks
7:00 A.M. to 7:00 P.M. & 7:00 P.M. to 7:00 A.M.
OPENING DATE: August 24, 2015 "OPEN UNTIL FILLED"
APPLY AT: Duplin County Personnel Office
County Administration Building - 224 Seminary Street
Kenansville, NC 28349
910/296-2174 "Equal Opportunity Employer"

GENERAL DESCRIPTION OF DUTIES

Under general supervision of the Communications Shift Leader and Communications Supervisors, the purpose of the position is to receive emergency calls from citizens and to dispatch appropriate units for fire, rescue, local law enforcement agencies, and Duplin County Sheriff's Office based on operating guidelines. Employees in the classification perform skilled communications work. Position is responsible for operating communications equipment; receiving calls and dispatching assistance; monitoring and responding to radio traffic; entering all complaints and dispositions into the computer system; and maintaining logs and records of communications activities. Performs related work as requested.

SPECIFIC DUTIES AND RESPONSIBILITIES

EXAMPLES OF ESSENTIAL FUNCTIONS

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Answers incoming emergency telephone calls and requests appropriate information.

Dispatches call to appropriate agencies based on determination made from information received and standard operating guidelines.

Monitors radio traffic for requests for assistance from responders and to document pertinent times of units responding.

Maintains call logs and records of radio traffic requesting assistance.

Prepares criminal history requests for appropriate individuals.

Assigns and tracks incident numbers for fire and EMS.

Transmits and receives information via DCI as needed for related agencies.

Appropriately files, retrieves, enters, modifies, clears, and cancels DCI records and documentation for law enforcement agencies with a valid service agreement.

Maintain records to assist with confirming entries and computerized hits received for other agency entries with a valid DCI service agreement.

Operates a computer terminal connected to a network which includes the Division of Criminal Information (DCI), the National Crime Information Center, and a variety of other local and state databases to retrieve and submit information. Corresponds with local police departments, Duplin County Sheriff's Office, and other law enforcement agencies or public service jurisdictions through this system; processes and maintain records of information obtained. Works with a variety of law enforcement agencies performing criminal history checks and providing driving histories, and vehicle registration information.

Utilizes computerized data entry equipment and various windows based software programs.

Relays problems and/or complaints to a Shift Leader or Supervisor.

Answers non-emergency calls for the Sheriff's Office and the Water Department after regular business hours and when calls are transferred for relay purposes.

Assists other counties with misrouted emergency calls.

Requests mutual aid from other county agencies and requested or needed based on standard operating guidelines.

Required to attend appropriate training classes deemed necessary for proficiencies in job performance.

Required to work when notified and requested for emergency situations (employee shortages, inclement weather...)

Requests Medical Examiners as needed or requested.

Utilizes schedules to make contact with appropriate agent/officer and to serve as the liaison to provide them information for the following agencies: Court Dates; Mental Health Commitment Officers; Magistrates; Social Services; Department of Transportation, Narcotics; East Pointe; Probation; Animal Control; Public School Bus; Fire Marshal; Forestry Service; and Emergency Management.

Advise officers of preplanned residential checks to be performed.

Broadcast Weather Alerts and inclement weather conditions.

Broadcast road closing information, BOLO's, weather alerts, fire ratings and conditions.

Testing Satellite Phone as required by state regulation.

Logs information received from Repossession Companies on repossessed vehicles.

Contact Funeral Homes, according to rotation schedule, for transports of DOA.

Assist Solid Waste Officer by documenting complaints regarding illegal dumping.

MINIMUM TRAINING AND EXPERIENCE

High School Diploma or GED; 2 years of computerized data entry experience or secretarial/clerical work, fluent typing skills; and knowledge of windows based operating computer systems. Must have excellent communications skills: clear speaking voice and excellent hearing. Knowledge of the geographical layout and county road name system for Duplin County is preferable.