

**LAUDERDALE COUNTY EMERGENCY MANAGEMENT
COMMUNICATION DISTRICT 911**

JOB DESCRIPTION

Title: Entry-Level Telecommunicator

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports to:	EMA / 911 Director, Telecommunication Center Manager, Telecommunication Supervisors and Alternate Supervisors
Subordinate Staff:	None
Other internal contacts:	911 Board Members; 911 Staff; EMA Staff; Local Area Law Enforcement And Fire Agencies; Emergency Medical Providers; City and County Departments
External contacts:	General Public

Job Summary

This is a complex, safety sensitive position as emergency call taker and/or radio dispatcher. Receiving requests for assistance in the form of law enforcement, fire or emergency medical service response. Answering 911 emergency lines and decide, in the shortest time possible, whether to direct the call to law enforcement, fire, or EMS services. The time gap between dispatch and/or notification and the arrival of emergency units is critical. The caller is on his/her/their own until help arrives. The Telecommunicator must possess the skills and abilities necessary to decide whether to stay on the line and provide assistance and comfort or to terminate the call.

Responsibilities and Duties

A. Law Enforcement

Receives emergency calls via 911 and quickly and accurately transmits the call to the appropriate Law Enforcement Agency. Lauderdale County Law Enforcement Agencies are dispatched as required by their protocols.

B. Fire Departments

Receives fire calls via 911. Dispatches Florence Fire and the fourteen Volunteer Fire Departments within Lauderdale County. Maintain Computer Aided Dispatch (CAD) records on all calls received for Fire in Lauderdale County.

C. Emergency Medical Service

Connects callers directly to the ambulance service provider.

D. Emergency Management, Search & Rescue, State Troopers and Marine Police, etc.

Dispatches these units as the need arises, and maintains radio contact throughout the emergency operation.

General Qualifications for Employment

Any person applying for a position or employed by 911 must maintain/qualify under the following guidelines (Any item with an asterisk will be taught on the job):

Knowledge, Skills & Abilities

1. Graduate of an accredited high school approved by the State Department of Education or shall be the holder of a certificate of high school equivalency (GED).
2. Any combination of education and experience that provides the necessary qualifications listed.
3. Verbal skills to communicate with 911 personnel and the general public in routine and emergency situations.
4. Ability to understand oral and/or written instructions to relay information quickly and accurately.
5. Ability to type quickly and accurately.
6. Ability to do multiple tasks then write down the sequence.
7. Writing skills to complete various forms, records, reports.
8. Knowledge of emergency operation procedures. *
9. Ability to concentrate and remain calm during stressful emergency situations.
10. Fluent in the English language.
11. Ability to write quickly and legibly.
12. Have general knowledge of map reading.
13. Knowledge of general office practices and procedures.
14. Ability to learn and memorize codes and numbers, etc.
15. Have the ability to maintain a pleasant relationship with other employees, other city and County departments and volunteer agencies.

Physical Characteristics

1. Not be less than nineteen (19) years of age at the time of employment.
2. See well enough to read maps and instrument gauges; corrective lens acceptable.
3. Hear well enough to talk on the telephone and two-way radio; hearing aid acceptable.
4. Speak well enough to address co-workers, general public and transmit factual information by radio and telephone.
5. Body movement/mobility to move around office to operate equipment and stock supplies.
6. Strength and endurance to remain active for long periods of time in emergency situations.
7. Use of hands to write, type, and operate radio equipment.
8. Be willing to have a pre-employment medical examination.
9. Be in good health as determined by a physical examination.
10. Possess good judgment and be able to handle delicate situations with discretion.
11. Be neat and clean in appearance.

Other

1. Must be a resident of Lauderdale County.
2. Must possess a current Alabama driver's license.
3. Must provide a voter's certificate from the Lauderdale County Board of Registrars.
4. Certified in CPR: Adult, Child and Infant. *
5. Certified by APCO 33 Standards Course*
6. Certified in APCO Basic Tele-Communications*
7. Certified in Alabama Law Enforcement Agency Computer Terminal Operations. (NCIC)*
8. Must be willing to attend training sessions in and out of state when necessary.
9. Must be willing to sign a Non-Disclosure and Confidentiality Agreement.
10. Must be willing have a background check and finger-printed – providing driver license and social security card.
11. Must be a person of good moral character and good reputation, not been convicted of a felony or a misdemeanor involving force, violence or moral turpitude.

12. Must successfully complete pre-employment drug tests as well as routine and/or random drug tests.
13. Must be willing to work non-standard hours to provide 24-hour coverage when necessary.
14. Must be willing to wear appropriate attire/uniforms.
15. Must have a working mobile phone and willing to carry any specified device for ease of communications 24 hours daily.
16. Must have an active bank account suitable for direct deposit of earnings.

APPLICANT CHECKLIST & HIRING PROCESS

We appreciate your interest in working for Lauderdale County 911, and have provided below a brief outline of our hiring process.

Copies of your Driver License, Social Security Card and Voter Registration Card must be uploaded with your application. **Incomplete Applications will not be considered.** No applications are reviewed prior to the closing date of the posting. Due to the critical nature of this Public Safety position, it is necessary to thoroughly examine all information provided by every individual applying with our agency. This includes a criminal background check.

The “first round” of interviews may not occur for several weeks, depending upon the number of applicants. If you are chosen for an interview, you will receive a phone call to schedule it. If you are not chosen, you will receive a letter by mail. This is consistent for each step in our process, you will either receive a phone call to schedule you for the next step or a letter by mail. There may be weeks between steps, again, dependent upon the number of applicants along with other factors.

Please do not call our office to check on the status of your application.

1. Applications Reviewed
2. First Interview
3. Testing
4. Second Interview
5. Dispatch Center Observation
6. Additional Testing
7. Final Interview
8. Job Offered – Contingent upon successful drug screening, background check, etc.

If at any point during our process you wish to be removed from potential applicants or see that you will not be able to interview or test at your scheduled time, please contact:

Melissa Hearn
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