

## **PACIFIC COUNTY COMMUNICAIONS JOB DESCRIPTION**

**JOB TITLE** Public Safety Telecommunicator  
**Department:** Pacific County Communications (PACCOM)  
**Division:** Communications  
**Reports To:** Telecommunications Supervisor and/or Director  
**Salary:** \$3926.00 / \$5000.00

### **JOB STATEMENT**

The telecommunicator simultaneously receives and answers calls on emergency, non-emergency, business, and other telephone lines, processes information from the caller and directs response, utilizing a computer-aided-dispatch (CAD) and multi-channel radio system as appropriate. The telecommunicator dispatches appropriate public safety agencies including police, fire, and emergency medical service units, and monitors and tracks public safety units in the field. Enters, processes and retrieves computer data for law enforcement personnel in within the service area. The telecommunicator monitors and operates jail and courthouse security equipment.

These specifications reflect the general concept of the position and should not be construed as a detailed statement of all work requirements that may be inherent in the position.

### **ESSENTIAL JOB FUNCTIONS**

- A telecommunicator multi-tasks, receives incoming audio traffic on emergency and business telephone system, telephone lines, and radio systems;
- Operates multi-frequency radio and computer-aided-dispatch systems; accesses teletype, monitors security and alarm devices, operates TDD/TTY, operates related communications equipment.
- References manuals and maps, traces calls, and patches phone lines. Maintains computer and handwritten logs.
- Interacts with callers requesting emergency/non-emergency response or service from the community or public agencies.
- Evaluates information received and utilizes protocols to determine appropriate response. Uses address, geographic knowledge, and other pertinent information to dispatch and notify correct police, fire, emergency medical units, or other appropriate agencies.
- Uses twenty-four-hour clock and phonetic alphabet. Speaks clearly and distinctly, calmly controlling call. Assists caller with initial emergency medical instructions.
- Operates fax machine and appropriately reports equipment trouble.
- Tracks and monitors the location and status of police, fire, emergency medical and other authorized agency units in the field.
- Enters and retrieves data on the ACCESS systems to assist law enforcement agencies in and out of Washington State. Must be able to store and retrieve paper files.

- Processes and files warrants and other court documents, both by hand and computer as appropriate or assigned. Transfers paper to other offices/personnel as appropriate.
- Maintains confidentiality and performs other duties as required.

**WORKING CONDITIONS**

Duties are performed in a secure, windowless environment with artificial lighting. There is limited opportunity for physical movement. Works shift-work in a 24/7 operation that includes holidays. Telephone-radio headsets must be worn for long periods. In emergency situations, may be required to work overtime or to drive to back-up call taking center, or police or fire department within the county. Quick movement may be required to interact with the public seeking access to the jail facility, while maintaining radio and telephone systems.

**JOB SPECIFICATIONS**

- Must be willing to work varying shift schedules, overtime hours, holidays; multi-task, maintain confidentiality, establish and maintain effective working relationships, and work in a team environment.
- A telephone at the residence is required.
- Must be able to type 40 wpm, read maps, and lift to 40 lbs.
- Offer of employment is conditional upon the results of criminal background, psychological, and polygraph evaluations.
- Must successfully pass Washington State ACCESS, Telecommunicator I, Telecommunicator II, and Medical Priority Emergency Medical Dispatch training within one year of employment.
- High school diploma or GED required.
- Valid Washington State driver's license required.

**GENERAL QUALIFICATIONS:**

- Strong ability to orally communicate effectively, clearly, and precisely.
- Ability to type accurately at the rate of at least 40 words-per-minute.
- Considerable ability to remain emotionally stable during emergency situations and extract pertinent detailed information from distraught callers.
- Ability to learn and use multiple complex computer programs such as computer aided dispatch (CAD).
- Ability to read and record computer output data rapidly and accurately.
- Ability to read maps and quickly identify locations.
- Ability to manage multiple priorities simultaneously.

- Ability to work effectively with co-workers.
- High School Diploma or its equivalency required, plus related experience preferred.

**PHYSICAL REQUIREMENTS:**

- Ability to perform most work from a sedentary position.
- Ability to function in situations which may rapidly change from those encountered in normal office setting to those which are emergencies and highly stressful.
- Ability to work at a computer for extended periods of time.