

# NORTHAMPTON COUNTY NOTIFICATION OF POSITION VACANCY

04/04/2019

## TELECOMMUNICATOR 911 Center

Northampton County is accepting applications for a Telecommunicator in the Emergency Communications Center. This individual will perform public safety communications and clerical work for Law Enforcement, Fire, and Rescue functions in the county. The individual will be receiving incoming emergency calls and dispatching personnel and equipment. Work involves frequent public contact that requires tact, decisiveness and judgment in obtaining information from people who are under extreme stress and choosing appropriate courses of action.

**Qualified candidate:** Must have the ability to communicate effectively with emergency professionals as well as the citizens of Northampton County and the ability to perform detailed recordkeeping. The individual must have knowledge of the operation of a radio and telecommunications systems and functions, practices and procedures of the Sheriff's Department, Police Department, fire departments, rescue units, and have knowledge of the geographical layout of the county.

**Education/Requirements:** Graduation from high school and some communications, dispatching or other public contact work preferred; or an equivalent combination of education and experience.

Apply at the Human Resources Department  
9467 HWY 305, Jackson, NC 27845

**NORTHAMPTON COUNTY APPLICATION REQUIRED**

Available @ [www.northamptonnc.com/humanr.asp](http://www.northamptonnc.com/humanr.asp)

Grade 61 - Normal Hiring Salary Range: \$26,640 – 27,989

**Closing Date: Open Until Filled**

**SEE JOB DESCRIPTION BELOW**

Northampton County Is An Equal Opportunity Employer And Hires Only U.S. Citizens And Lawfully Admitted Aliens.  
Northampton County Is A Drug-Free Workplace.  
All Candidates Will Be Subject To Background Checks/Drug Testing As A Condition Of Employment.

# **Telecommunicator**

## **911 Center**

### **General Statement of Duties**

Performs responsible public safety communications and clerical work for Law Enforcement, Fire, and Emergency Medical Services functions in the county.

### **Distinguishing Features of the Class**

An employee in this class receives incoming routine and emergency calls, dispatches personnel and equipment, and maintains contact with multiple law enforcement, EMS, and fire units. Work includes operation of electronic dispatch equipment, computer terminal connected to the Division of Criminal Information (DCI) and the National Crime Information Center. Work also involves the performance of detailed record keeping, assisting the public with directions and general information, and monitoring public and private alarms. Work involves frequent public contact which requires tact, firmness, decisiveness and judgment in obtaining necessary information from people who are under extreme stress and choosing appropriate courses of action. Work is performed in accordance with departmental policy and State and Federal law. Work is performed under regular supervision and is evaluated through observation, monitoring of radio communication, discussion and review of reports.

### **Duties and Responsibilities**

- Receives routine and emergency telephone calls and personal requests for assistance concerning crimes, fires, EMS needs or general information
- Operates a variety of electronic equipment to maintain contact with Sheriff and Police personnel, multiple fire units and EMS personnel, and other law enforcement units; dispatches officers to answer the requests for assistance; provides information about the situation as it develops and/or background information from the DCI system
- Operates terminal connected with the Division of Criminal Information and the National Crime Information Center to obtain driver's history, vehicle registration data and criminal record information.
- Maintains communications logs and reports including the nature of calls, actions taken and the time involved.
- Identifies the location of callers to choose and dispatch the proper law enforcement, fire, or EMS department or unit.
- Monitors public and private fire and security alarm systems; activates monitors to dispatch volunteer fire and EMS; transfers appropriate calls to State Highway Patrol.
- Monitors officers on patrol to insure safety; takes and transmits personal and departmental messages.
- Takes and transmits after hours calls for county utilities and county Social Services, ABC Officers and Wildlife enforcement personnel.
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### **Additional Job Duties**

Performs related duties as required.

### **Recruitment and Selection Guidelines**

- Considerable knowledge of the operation of a radio and telecommunications systems and related regulations.
- Working knowledge of the functions, practices and procedures of the Sheriff's Department, Police Department, multiple fire departments, EMS units, and other law enforcement agencies.
- Working knowledge of the physical layout of the county.
- Ability to assess situations, to apply sound judgment, to remain calm under stressful conditions, and to elicit sufficient information for dispatching field personnel.
- Ability to speak clearly and distinctly.
- Ability to maintain accurate and complete work records.

### **Desirable Experience and Education**

Graduation from high school and some communications, dispatching or other public contact work preferred; or an equivalent combination of education and experience.

### **Physical Requirements**

- Must be able to physically perform the basic life operational functions of reaching, lifting, fingering, grasping, talking, hearing, and repetitive motions.
- Must be able to perform sedentary work exerting up to 10 pounds of force occasionally; and/or a negligible amount of force frequently or constantly to move objects.
- Must possess the visual acuity to operate computer equipment and maintain and review written records.

### **Special Requirement**

Must have or be able to be certified by the State of North Carolina as a DCI Operator and in Emergency Medical Dispatch within a reasonable time of appointment in this class.