

Telecommunicator (911 Communications)

Cherokee County, SC



Location

110 Railroad Avenue
Gaffney, SC 29340

Job Type

Full Time

Department

E-911 Communications

FLSA

NON-EXEMPT

Hours and Pay Rate:

The Cherokee County 911 Communications Department runs on a schedule comprised of four set shifts. Each shift is 12.25 hours. On Week 1 and Week 3, the total weekly hours are 49 hours. On Week 2 and Week 4, the total weekly hours are 37.75 hours.

The beginning hourly pay rate for this position is \$19.21. Overtime pay is provided per the shift schedule for 9 hours on a bi-weekly basis.

Based on the beginning hourly rate and schedule, this position begins at \$45,576.00 annually. This is a non-exempt position paid at an hourly rate.

<u>Week 1</u>							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Day	A	A	B	B	A	A	A
Night	C	C	D	D	C	C	C
<u>Week 2</u>							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Day	B	B	A	A	B	B	B
Night	D	D	C	C	D	D	D
<u>Week 3</u>							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Day	A	A	B	B	A	A	A
Night	C	C	D	D	C	C	C
<u>Week 4</u>							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Day	B	B	A	A	B	B	B
Night	D	D	C	C	D	D	D

Job Summary

Under regular direction and in compliance with standard operating procedures and policies, answers and processes 911 and non-emergency calls from the public. Processes calls from officers, other departments, and agencies. Dispatches Police, Fire, and EMS response units to calls for service. Performs the duties and functions for the SLED/FBI National Crime Information Center (NCIC) computer access. Monitors the weather and emergency alerts to notify Commanders, key leaders of the County, and citizens of hazards or emergency conditions as needed. Effectively responds to and deescalates telephone calls from distraught callers. Enters police, fire, animal control, and EMS calls for service into the Computer Aided Dispatch (CAD) system. Forwards calls to appropriate agencies if the situation is not handled by this jurisdiction. Notifies external support agencies as needed to facilitate the needs of the public and first responders. Dispatches the appropriate number of officers to calls for services and maintains an accurate and up-to-date record of officers' activities and actions. Enters wanted persons, stolen vehicles, missing persons, and stolen tags to the NCIC national databases. Completes administrative tasks related to NCIC functions (i.e., detainer paperwork). Manages multiple administrative duties, including towed vehicle entry, towed vehicle NCIC checks, and key holder data entry into the CAD for local businesses and residences.

Essential Functions

Essential Functions	% of Time
<ul style="list-style-type: none">• Answer Emergency and Non-Emergency Phone Calls<ul style="list-style-type: none">➤ Answer 911 lines, non-emergency lines, and ring down phones in the Communications Center and process requests and information from all.➤ Multi-task and enter calls into the computer system while on the phone with callers.➤ Problem solves to determine which public agency would be the best resolution to problems encountered by the public and first responders.➤ Talk to callers using specific techniques to gather information from hysterical, angry, and complacent callers.➤ Act as a resource for field responders and the public for situations not handled by police and fire personnel. Highway Patrol, Coroner's Office, Public Works, and other agencies of emergency situations that might concern them.	35%

<ul style="list-style-type: none"> ➤ Make calls to alarm companies, key holders, citizens, utility companies, various County departments, and other agencies as needed. ➤ Conference callers to the language line as needed and initiate TDD communications when appropriate. 	
<ul style="list-style-type: none"> • Dispatch Field Response Units <ul style="list-style-type: none"> ➤ Dispatch police, fire, and EMS calls to field response units. ➤ Maintain accurate/up-to-date records of units' status and location. ➤ Multi-task by processing field requests using the telephone, CAD, and other software systems. ➤ Prioritize calls for service and dispatch according to call priority. ➤ Notify off-duty units to assist with critical calls for service. ➤ Notify others for assistance with towing vehicles, public works, sanitation, etc. ➤ Maintain records of units working off-duty assignments. ➤ Maintain an awareness of others' actions and comments in the room to update field responders with pertinent information. 	35%
<ul style="list-style-type: none"> • Perform Administrative Duties <ul style="list-style-type: none"> ➤ Review incoming teletypes for relevancy to this jurisdiction. ➤ Respond or notify others as necessary to the circumstances. ➤ Enter and verify data for missing persons, wanted persons, stolen vehicles, and tags into the FBI computer system (NCIC). ➤ Enter towed vehicles in tow book and Access database for tracking purposes to aid in locating vehicles and maintaining records. ➤ Determine the need to activate the Critical Incident Notification System and perform additional notifications as needed 	20%
<ul style="list-style-type: none"> • Document, Monitor, and Maintain Equipment <ul style="list-style-type: none"> ➤ Document all work aspects by entering calls for service, completing forms, or entering information into various computer systems. ➤ Check all equipment at the beginning of each shift. ➤ Report equipment malfunctions that require specialized attention. ➤ Repair or resolve basic equipment malfunctions to ensure continued operation of equipment. ➤ Perform a daily shutdown of computers. ➤ Maintain key holder information, cautions, and response information pertinent to locations in the CAD system. ➤ Maintain officer names and phone numbers, other agencies', and peripheral support's phone numbers in the CAD system. 	10%

Qualifications

Job Requirements

- High School Diploma or Equivalent
- One year of 911 Telecommunications experience with the following certifications (NCIC, ICS 100, IAED Certification in ETC, and IAED Certification in EMD) OR the ability to successfully complete the Cherokee County 911 Telecommunications Training Academy where these certifications will be obtained within six months of hire.
- Proficient with technology, i.e. Microsoft Office Products, Adobe Products
- Must be able to operate a motor vehicle and in possession of a valid driver's license issued by the State of South Carolina
- Must be able to successfully pass a drug screen

Preferred Qualifications

- Radio dispatching experience.
- Multi-discipline dispatching experience.
- Current certifications (NCIC, IAED Certification in ETC, and IAED Certification in EMD.)

Performance Requirements

Knowledge of:

- Applicable federal, state, and local laws and regulations including those governing the security and integrity of criminal justice information.
- Law enforcement codes, procedures, and practices.
- Fire communication and ICS regulations.
- Basic fireground processes and terms.
- Basic medical terms.
- The practices, methods, and procedures of operating a CAD system to dispatch police vehicles in response to calls.
- Methods and procedures of various operating and communications systems.

- The geography of Cherokee County as well as the spelling of County streets and area names.
- Techniques of questioning for both emergency and non-emergency calls.
- Principles and processes for providing customer and personal services.

Ability to:

- Learn, comprehend, and apply all County or departmental policies, practices, and procedures necessary to function effectively in the position.
- Interpret and apply state and federal laws and regulations.
- Deal effectively with the public and maintain cooperative relationships with fellow members of the Police Department and Fire Department.
- Sense a potentially dangerous situation and use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Operate a variety of computerized police information network systems.
- Operate communication equipment including telephones and radios.
- Handle multiple activities simultaneously while maintaining attention to detail.
- Prioritize emergency situations accurately.
- Apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.
- Independently analyze situations and quickly identify appropriate action.
- Condense and organize information received over the phone and radio into readable, sensibly typed remarks in a timely manner.
- Make timely and appropriate decisions under emergent circumstances based on technical standards, criteria, and policies.
- Remember numerous details and quickly recall essential information.
- Consistently think clearly and respond quickly in a wide variety of emergency situations.
- Deal effectively with people in a multi-cultural society under extremely stressful situations.
- Quickly perform multiple time-sensitive tasks with a high degree of accuracy.
- Articulate in a clear, concise manner, disseminating complete and accurate information in a logical and timely basis both orally and in writing.

- Demonstrate adequate hearing and visual acuity to successfully perform the essential job requirements.
- Work under stress relating to critical situations encountered by the public and responders and perform duties necessary to resolve problems.
- Be a team player and establish good working relationships; maintain self-control under stressful circumstances.
- Discern several conversations simultaneously, extract and disseminate appropriate information, prioritize actions, and respond in an effective manner for emergency and non-emergency situations.
- Provide effective customer service and obtain essential information from persons under emergency conditions.
- Remain calm and objective; think clearly and act quickly in emergency situations.
- Communicate information verbally to the general public, uniformed officers, and fire personnel clearly and effectively.
- Work appropriately with confidential material and information.
- Perform a variety of administrative/clerical tasks.
- Read from a written list and locate information, then respond using a keyboard.
- Listen to audio, locate information on a written list, and respond using a keyboard.
- Compare and contrast written data such as telephone numbers or addresses to determine whether the data is identical or different.
- Read and listen to identifying information (such as red Ford, blue Dodge) and recall that information shortly after.
- Listen to and comprehend information provided orally (such as a telephone call) while accurately entering the information into a computer.
- Use maps, give travel directions to others, and/or determine the best route to a specific location in an urbanized setting.
- Review, classify, categorize, prioritize, and/or analyze data.
- Proficiently use computers, Comtech telephone system, radio equipment, public safety camera system, fax machine, hand-held radio, PSJ Pro CAD, Kenwood Radio Systems, EAgent/NCIC software, TDD software, Rapid SOS 911 Location software, RapidDeploy location software, Microsoft Office Suite, Eventide Recording system, CodeRed Emergency Notification system, Zoom and Cisco Webex platforms, scanner, and printer.

Other Information

Working Conditions

Primary Work Location: Cherokee County Administration Building
110 Railroad Avenue Gaffney, SC 29340

Physical Demands:

Continuously requires fine dexterity, sitting, handling, vision, foot controls, hearing, twisting, and talking. Frequently requires reaching.

Occasionally requires standing, walking, and climbing short flights of stairs.

Sedentary strength demands include exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.

Mental Demands:

Frequently requires time pressures, emergency situations, frequent change of tasks, irregular schedule/overtime, performing multiple tasks simultaneously, working closely with others as part of a team, tedious or exacting work, noisy/distracting environment, stress, training, documenting, and multitasking

Americans with Disabilities Act Compliance

Cherokee County is an Equal Opportunity Employer. To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions. Prospective and current employees should contact Human Resources to request an ADA accommodation.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.

