

Hardin County Government

Job Description

Non-Hazardous

Day Shift Telecommunicator

Pay Grade 9

| STATUS | |
|-----------------------------------------|------------------------------------------------------------------|
| Date: October 25, 2022 | Department: E-911 |
| FLSA Status: Non-Exempt | Reporting Authority: Telecommunicator Day Shift Leader |
| Supervisory Responsibility: None | |

Job Summary

This position performs responsible telecommunications work in the reception and transmission of all incoming informational and 9-1-1 emergency calls. The employee is responsible for evaluating information to determine jurisdiction, equipment and personnel to be dispatched, utilizing a sophisticated Computer Aided Dispatch (CAD) system. He/She is expected to demonstrate extensive communication skills and to exercise good judgment under pressure. Work is performed in a close, high security environment with considerable demands for speed and accuracy

Major Essential Duties

- Receives and processes incoming informational and emergency calls
- Accurately processes caller's information, evaluates situations and determines appropriate action needed based on standard operating policies, procedures and guidelines
- Monitors status of calls to ensure calls for service are expediently processed and dispatched
- Documents and records any and all pertinent information pertaining to the event in the computer aided dispatch system
- Dispatches required emergency services to incident and relays available information or refers caller to appropriate agencies via direct connect or provides caller with a non-emergency telephone number to contact the agency needed
- Monitors radio traffic of all in-service units and responds to specific requests or needs
- Enters data, checks/validate entries, and runs queries in the National Crime Information Center (NCIC) and Law Information Network of Kentucky (LINK)
- Queries local court or public safety systems for related information
- Ensures all equipment in the communications area is operational and reports any malfunctions to the reporting authority

Minor Essential Duties

- Sets up and maintain files
- Distributes information as needed
- Updates existing databases on a regular basis
- Maintains the dispatch work area in a neat and orderly manner
- Performs related work as required

Qualifications

Education and/or Experience

- Graduate of an accredited high school or equivalent
- Prior dispatching or communications experience preferred
- Customer service or complaint resolution experience desired
- Experience in the use of computers and standard communication devices required

Language Skills

- Ability to respond to inquiries and/or complaints from the general public, employees, regulatory agencies and vendors
- Ability to write reports and business correspondence
- Possess strong oral, written and listening communication skills
- Respond to sensitive inquiries
- Ability to communicate clearly, concisely, and effectively in stressful and/or emergency situations
- Possess a thorough understanding of and be able to communicate in the English language

Mathematical Skills

- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers and decimals

Reasoning Ability

- Solve practical problems
- Interpret some technical and instructional material
- Define problems, collect data, establish facts, and draw valid conclusions
- Make reasonable decisions that serve the best interest of both Hardin County and its citizens

Certificates, Licenses, Registrations

- Must have successfully completed, or complete within one year of employment, the Basic Telecommunications Academy at the Kentucky Department of Criminal Justice Training Center at Eastern Kentucky University, Richmond, Kentucky, and complete all required annual in-service training to maintain certification

- Must possess, or successfully obtain within one year of employment, NCIC/LINK certification and complete all required annual in-service training to maintain certification
- Must possess, or successfully obtain within one year of employment, CPR/AED certification and complete required recertification training to maintain certification
- Must possess, or successfully obtain within one year of employment Emergency Medical Dispatch Certification (EMD) and complete all required annual in-service training to maintain certification

Other Knowledge and/or Skills

- Display mature judgment, courtesy, and tact in dealing with the public, elected officials, and government employees
- Work well with other related state, county and municipal departments both within and out of Hardin County
- Communicate both over the phone and radio in a clear and distinct manner that is easily understood by the receiving party
- Multi-task, including receiving and referring a high volume of telephone/radio communication in a busy and/or hectic work environment
- Maintain a calm, professional demeanor under both stressful and undesirable circumstances. This position must be able to think clearly and act promptly in emergencies situations and under pressure
- Work effectively and efficiently in a moderate to high noise level work environment
- Type at a speed necessary for successful job performance
- Possess a thorough geographic knowledge of Hardin County, including cities, highways, landmarks, and surrounding areas

Physical Demands

The physical demands described represents those required to successfully perform the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing job duties, the employee could reasonably be expected to:

| <u>Regularly (over 2/3 of regular work day)</u> | <u>Occasionally (under 1/3 of regular work day)</u> |
|--------------------------------------------------------|------------------------------------------------------------|
| Sit | Stand or walk |
| Talk or hear | Reach with hands and arms |
| Use hands to type, handle paper, etc. | Lift and/or move up to 25 pounds |
| Focus on computer screens | |

Work Environment

The work environment described in preceding paragraphs represents those encountered while performing the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.


The noise level is usually low to moderate.

Comments

- Must Display the following:
 - Positive communication
 - Objectivity
 - Willingness to solve problems
 - Commitment to serve the County's best interests
- Must adhere to the applicable provisions of the Department Rules and Regulations, The Personnel Policy Manual, the Hardin County Administrative Code, the Kentucky Revised Statutes, and any other procedures, rules, regulations, and policies set forth by appropriate authorities
- Must be neat in appearance
- Must maintain confidentiality when required
- Must have and maintain a telephone at own expense
- Must submit to and pass a thorough background investigation. This investigation may include inquiry as to credit history, morality, criminal records, medical records, and the character of the applicant
- Must not have been convicted of a felony offense or other crimes involving moral turpitude (misdemeanor convictions will be considered on an individual basis) and must remain free from felony convictions
- Must submit to the following:
 - Being fingerprinted
 - Pre-employment polygraph test and psychological suitability screening
 - Passing a pre-employment drug screening test, physical exam and audiogram
- Must be able and willing to work varied shifts and be available for overtime when necessary
- Must be 18 years of age or older
- Must be a citizen of the United States

The above is intended to describe the general content of and the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, requirements or responsibilities.

Date Approved: October 25, 2022


Harry L. Berry
Hardin County Judge/Executive