

**HARDIN COUNTY FISCAL COURT  
RESOLUTION NO. 2023-159**

**BE IT RESOLVED**, upon recommendation of Judge/Executive Keith L. Taul, with the concurrence of the Resource and Community Support Committee, to approve revisions to the following job descriptions within the E-911 Department:

1. Telecommunicator Shift Leader
2. Telecommunicator

**APPROVED**, by the Hardin County Fiscal Court in its regular meeting on 25 July 2023.



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Keith L. Taul  
Hardin County Judge/Executive

ATTEST:



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Brian D. Smith  
Hardin County Clerk

# Hardin County Government

## Job Description

*Non-Hazardous*

### Telecommunicator Shift Leader

**Day Shift - Pay Grade 11**  
**Night Shift – Pay Grade 12**

STATUS	
<b>Date:</b> July 25, 2023	<b>Department:</b> E-911
<b>FLSA Status:</b> Non-Exempt	<b>Reporting Authority:</b> Deputy E-911 Director
<b>Supervisory Responsibility:</b> Telecommunicators	

### Job Summary

This position will direct, supervise subordinate staff, and conduct a variety of duties utilizing the NCIC/LINK terminal. This position involves awareness and knowledge of all activities taking place within the E-911 Center during their assigned shift and the ultimate responsibility for the outcome of those activities. In recognition of the need to maintain high standards and morale among the dispatch staff. This position works in close cooperation with the reporting authority in matters pertaining to the overall improvement of all phases of the operation

**Major Essential Duties** Assists in the communications area and provide backup 9-1-1 dispatch coverage when required

- Supervises assigned staff, including assigning, advising, assisting, motivating, and training as necessary
- Evaluates shift operations through personal observation employees under supervisory responsibility and recommend improvements or modifications to work practices and employee performance as appropriate
- Monitors CAD (Computer Aided Dispatch) activities at each console to ensure details are properly handled. Randomly reviews computer run sheets for accuracy and to ensure details/information are properly recorded
- Works proactively with staff to resolve performance or personnel issues at the lowest possible level
- Identifies issues and implements basic corrective actions including oral counseling and oral warnings. Discusses need for further corrective action with reporting authority as appropriate
- Documents situations which may be cause for disciplinary action and provide this information to the reporting authority

- Instructs personnel on proper equipment usage, troubleshoots, and resolves problems with equipment and systems
- Establishes and maintains cooperative and productive working relationships with co-workers and other emergency agencies using tact, patience, and courtesy
- Is knowledgeable of NCIC/LINK policies and rules and ensures all subordinates are properly trained to handle all aspects of the NCIC/LINK system
- Ensures NCIC/LINK entries are completed accurately and in a timely manner
- Interprets, applies, and explains administrative and departmental policies and procedures
- Responds, when directed, to the 9-1-1 Center in the event of disasters, catastrophic emergencies, and CAD system malfunctions
- Enters/retrieves a variety of data into/from the LINK/NCIC computer system; modifies, locates, maintains, saves, and/or clears files/records within the database
- Assists the TAC in ensuring all records entered into LINK/NCIC are accurate and up-to-date
- Assists the TAC in keeping all terminal operators and Satellite Agencies informed and up-to-date on all policies, procedures and capabilities of the LINK/NCIC Network
- Ensures all hit confirmations are made within ten (10) minutes for urgent requests and within one (1) hour for routine requests by either the Terminal Agency or the Satellite Agency holding the record
- Assists the TAC in ensuring second party checks are completed for accuracy
- Assists the TAC in ensuring all documentation supporting LINK/NCIC entries are on file at the Hardin County E-911 Center for each record entered
- Assists the TAC in representing the Hardin County E-911 Center during any audits performed
- Consults with the TAC as needed to coordinate work activities, review status of work, exchange information, or review/resolve problems associated with LINK/NCIC operations in dispatch

### **Minor Essential Duties**

- Ensures housekeeping duties are being carried out and that the dispatch and common areas are in a neat and orderly manner prior to shift change
- Monitors databases to ensure all are being properly maintained and updated by staff
- Demonstrates continuous effort to improve operations, streamline work process, and work cooperatively and jointly to provide quality service to other emergency agencies as well as the general public
- Performs other duties as assigned

### **Qualifications**

#### ***Education and/or Experience***

- Must have a High school diploma, GED or equivalent
- Must have a Minimum of two (2) years emergency dispatch experience
- Previous supervisory/leadership experience desired but not required

### ***Language Skills***

- Ability to read, write, speak, and understand the English language
- Ability to read, analyze, interpret and relay policies, procedures, professional publications, government regulations, and legal documents
- Respond to sensitive inquiries or complaints from the general public in a mature and professional manner
- Strong oral, written, and listening skills
- Prepares reports and correspondence

### ***Mathematical Skills***

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers and decimals
- Ability to compute ratio and percent and to draw and interpret graphs
- Ability to apply concepts of algebra and statistics as needed

### ***Reasoning Ability***

- Define problems, collect data, establish facts, and draw valid conclusions
- Ability to remain calm, shows empathy, convey reassurance and present a calm demeanor in spite of all factors while taking information from callers who may be excited, verbally abusive, incoherent, intoxicated, or hysterical
- Develop a sense of call interpretation and decision making/problem solving skills
- Ability to draw reasonable and logical conclusions from information that may be disjointed
- Interpret an extensive variety of complex and technical information and instructions
- Solve practical problems and deals with several abstract and concrete variables
- Make reasonable decisions to serve the best interest of both Hardin County and its citizens

### ***Certificates, Licenses, Registrations***

- Must possess and maintain a valid motor vehicle operator's license
- Must have successfully completed the Basic Telecommunications Academy at the Kentucky Department of Criminal Justice Training Center at Eastern Kentucky University, Richmond, Kentucky, and have completed all required annual in-service training to maintain certification
- Must complete eight (8) hours advanced telecommunications in-service training annually
- CPR/AED Certification required
- Emergency Medical Dispatch Certification (EMD) required
- NCIC/LINK Certification required

- Must complete forty (40) hour Advanced CJIS/Terminal Agency Coordinator (TAC) training course at the Kentucky Department of Criminal Justice Training Center at Eastern Kentucky University. Course should be completed within six (6) months of position appointment but may be extended based on class availability
- Must complete eighty (80) hour Leadership 911 training course provided by the Kentucky Department of Criminal Justice Training Center at Eastern Kentucky University. Course should be completed within twelve (12) months of position appointment but may be extended based on class availability

### ***Other Knowledge and/or Skills***

- Demonstrate leadership qualities such as adaptability, flexibility, dependability, punctuality, and accountability through quick, effective responses to change; demonstrates an ability to effectively monitor own progress and reassess change or adjust priorities
- Demonstrates an ability to remain calm in stressful situations and assist other staff to appropriately handle stressful situations
- Displays mature judgment, courtesy, and tact in dealing with the public, elected officials, and government employees
- Reads, interprets, applies, and clearly explains rules, regulations, policies, and procedures
- Establishes and maintains effective working relationships with subordinates, co-workers, and agencies both within and outside Hardin County, and the public
- Communicates, both over the phone and radio, in a clear and distinct manner that is easily understood by the receiving party
- Manages and accomplishes multiple tasks and priorities in a timely manner including receiving and referring a high volume of telephone/radio communication in a busy and/or hectic work environment
- Maintains a calm professional demeanor under both stressful and undesirable circumstances. The Dispatch Shift Leader must be able to think clearly and act promptly in emergency situations and under pressure
- Must work effectively and efficiently in a low to moderate noise level work environment
- Types at a speed necessary for successful job performance and have advanced computer skills as well as good hand-eye coordination
- Must have a thorough geographic knowledge of Hardin County, including cities, highways, landmarks, and surrounding areas

### **Physical Demands**

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

The employee must maintain physical ability to perform the job as required or determined by a periodic physical exam. This policy will not infringe on rights provided by the Americans with Disabilities Act.

While performing job duties, the employee could reasonably expect to:

<b><u>Regularly (over 2/3 of regular work day)</u></b>	<b><u>Occasionally (under 1/3 of regular work day)</u></b>
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	Drive a vehicle

Vision requirements include close, distance, color, peripheral vision, depth perception, and the ability to adjust focus.

### **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 Hardin County Government Policies and Procedures 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 be able and willing to work varied shifts, weekends, holidays, and be available for overtime when necessary
- Must have a landline telephone or cell phone 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 character of the applicant
- Must not have felony offense conviction 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 a citizen of the United States
- Must be 18 years of age or older

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: July 25, 2023

  
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Keith L. Taul  
Hardin County Judge/Executive

# Hardin County Government

## Job Description

*Non-Hazardous*

### Telecommunicator

**Day Shift - Pay Grade 9**  
**Night Shift – Pay Grade 10**

STATUS	
<b>Date:</b> July 25, 2023	<b>Department:</b> E-911
<b>FLSA Status:</b> Non-Exempt	<b>Reporting Authority:</b> Telecommunicator Shift Leader
<b>Supervisory Responsibility:</b> 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:

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Sit  
Talk or hear  
Use hands to type, handle paper, etc.  
Focus on computer screens

#### **Occasionally (under 1/3 of regular work day)**

Stand or walk  
Reach with hands and arms  
Lift and/or move up to 25 pounds

## **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.

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- 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

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