

**MIDLAND COUNTY CENTRAL DISPATCH AUTHORITY
TELECOMMUNICATION SPECIALIST – JOB DESCRIPTION**

General Summary

The purpose of this classification is to perform technical tasks operating telecommunications and related equipment to receive all emergency and non-emergency calls and dispatch all public safety responders to include law enforcement, fire departments and emergency medical services throughout Midland County.

Essential Duties

The following duties are normal for this position. The omission of specific statements of duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Answers all incoming emergency and non-emergency 911 calls utilizing E911 and TDD equipment; utilizes resources, equipment and knowledge to verify and obtain accurate location information, nature of incident and status, patient information, suspect information, weapons, and other pertinent information; determines the priority of a call; determines which agency and units should respond; enters all appropriate call intake information into a data collection screen; maintains the ability to answer incoming calls while monitoring several radio frequencies and mobile computer messages.

Answers non-emergency and administrative calls and responds appropriately; directs calls to appropriate agencies as needed;

Assists public safety agencies by making phone calls to obtain information, request assistance from other public safety agencies, utility companies, wreckers, Department of Public Works, Road Commission and others as requested.

Operates a computer aided dispatch (CAD) computer; inputs accurate and pertinent call information; chooses an appropriate incident code; routes calls efficiently and accurately to the appropriate dispatcher; operates a records management system for public safety; maintains continual awareness of call status; maintains the ability to operate CAD while answering incoming calls and monitor radio and mobile computer messages.

Maintains geographic knowledge of the City of Midland and Midland County to include roadways, streets and boundaries; maintains landmark knowledge such as hospitals, schools, major public and private buildings, housing areas; maintains knowledge of road and street construction, detours and other information that may impact emergency vehicle routing.

Operates a public safety radio system and mobile data computers (MDC) to dispatch appropriate responders by priority, location and availability; maintains the ability to monitor several radio frequencies and MDC messages while processing emergency and non emergency telephone calls with accuracy and efficiency; communicates with responders with professionalism and efficiency; records appropriate and accurate information and responder status in a CAD system; performs timely responder status and radio checks; accurately track, monitor and document responder's activity and status; conducts appropriate equipment tests.

Operates the Law Enforcement Information Network (LEIN) to obtain information on subjects, criminal histories, vehicles, and articles to relay to responders in the field efficiently and accurately; operates LEIN to accurately enter and cancel warrants, court orders, wanted vehicles, stolen articles and stolen guns; assists in maintaining related files.

Performs a number of tasks to ensure appropriate public notifications during emergencies to include the operation of the emergency siren system, completion of fan out lists, telephone and pager notifications, media notifications, placing messages on the local cable interrupt, emergency broadcast systems, Tellmore, Nixle and Facebook.

Operates a variety of other equipment associated with the dispatch center operation to include an alphanumeric paging system, recording equipment, vehicle locator equipment, office equipment, records management systems, mapping systems, internet tools and additional radio systems; monitors security cameras and building access afterhours;

Performs other related duties as required or instructed.

Other Opportunities;

Qualified and experienced Midland County Central Dispatch Telecommunicators have the opportunity to participate in other roles and duties such as:

Participate in public relation and education programs such as making presentations at schools and other organizations.

Participate in the Critical Incident Dispatch Team which is a group of trained and experienced Telecommunicators that respond to the scene of critical incidents to handle communications for SWAT and Incident Command.

Participate in the Communications Training Program by becoming a Communication Training Officer providing hands on training to new employees.

Participate in Acting Supervisor roles and duties.

Participate in continued education and training.

Employment Qualifications

Education: Minimum High school diploma or GED, prefer higher education in a public safety related field.

Experience: Prefer experience in a role requiring public contact, preferably in a communications/telephone environment in public safety. Prefer computer data entry or related computer experience.

Other Requirements: Ability to type at least 35 wpm, upon employment, must successfully complete a criminal background check and LEIN operator and emergency medical dispatch certification.

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.

Physical Requirements: *[This job requires the ability to perform the essential functions contained in this description. These include but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements]:*

Ability to enter and retrieve information from a computer.

Ability to withstand prolonged periods of sitting.

Ability to operate radio, telephone, and other telecommunications equipment.

Ability to bend, stoop, and reach in order to operate equipment and perform other functions.

Working Conditions:

Works in dispatch center.

Works in area with radios, telephones, computers and telecommunications equipment for prolonged periods.

Ability to work varying shifts in a 24-hour day operation.

Successful Candidates:

Must be able to follow both written and verbal instructions and procedures.

Must be able to quickly and accurately record information from multiple sources.

Must be able to handle multiple tasks and rapidly changing priorities while maintaining attention to detail.

Must be able to think quickly and accurately under pressure.

Must have excellent customer service skills.

Must be able to maintain composure and professionalism when dealing with hostile or frightened callers during extremely stressful or rapidly changing situations.

Must be able to obtain information from callers who may be injured, confused or abusive.

Must be able to simultaneously coordinate multiple communications tasks under stressful conditions.

Must be able to maintain confidentiality.

Must have a clear speaking voice.

Must be able to travel and attend training outside of normal work schedule.

Must be able to work both independently and in a team environment.

Must possess effective team working concepts.

Must possess a strong work ethic.

Midland County Central Dispatch Authority is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Authority will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

**MIDLAND COUNTY CENTRAL DISPATCH AUTHORITY
EMPLOYEE WAGE AND BENEFITS**

TELECOMMUNICATIONS SPECIALIST

	<u>BASE</u>	<u>STEP 1</u>	<u>STEP 2</u>	<u>STEP 3</u>	<u>STEP 4</u>	<u>STEP 5</u>
Hourly	\$15.06	\$15.86	\$16.60	\$17.45	\$18.35	\$19.23
Annually	\$31,325	\$32,989	\$34,528	\$36,296	\$38,168	\$39,998

