

COUNTY OF LEELANAU
JOB DESCRIPTION

EMERGENCY TELECOMMUNICATIONS OPERATOR

Supervised by: Emergency Management Director and Deputy Director
FLSA: Non-Exempt

General Description:

Under the direct supervision of the Director and Deputy Director of Emergency Management/9-1-1, the Emergency Telecommunications Operator handles incoming calls, takes information and sets direction of response. Dispatches emergency and non-emergency units and personnel. Must be proficient in map reading and its terminology. Proficiently uses modern communications equipment, telephones and computers. Performs some record keeping and filing functions along with a variety of supportive duties within the department. Relays information by telephone and radio to and from patrol units and other emergency and non-emergency units.

The dispatch center is a 24-hour/seven (7)-day operation, and is required to be staffed by no less than two persons at all times. Employees may be required to work any shift, including weekends and holidays, and will be required to work some overtime, as needed.

Typical Duties:

1. Receives incoming calls from the public including calls submitting complaints or requesting law enforcement, fire and medical emergency assistance. Provides routine information and routes other calls to appropriate departments and personnel.
2. Prioritizes requests for assistance and complaints, determines appropriate action, and radio dispatches law enforcement and other emergency service vehicles and personnel, as is appropriate for the situation.
3. Assists department and other law enforcement personnel by obtaining and relaying information, using the computerized information storage and retrieval system and departmental records.
4. Maintains logs and records in accordance with Federal Communications Commission regulations and departmental policies.
5. Provides appropriate information to involved parties and to the public.
6. May assist in criminal investigations and testify in court proceedings, as required.
7. Maintains various records, prepares and files related reports.
8. Performs other related duties as assigned.
9. Gathers and supplies information to responding units while maintaining contact.

10. Gives emergency medical instructions via radio and telephone communication equipment, as prescribed by the instructional materials provided.

The above statements are intended to describe the general nature and level of work being performed by people assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

Employment Qualifications:

Education: Possess a high school diploma or the equivalent of a diploma and some experience or courses of study in computer operations and telecommunications.

Experience: None required on intake, but must be willing to be trained.

Other Requirements:

- Skill in the use of communication and computer equipment.
- Ability to understand, follow and relay concisely complex oral and written instructions.
- Ability to maintain an effective working relationship with other employees, agencies, and the general public.
- Ability to remain calm in stressful situations, and to manipulate calls when necessary to gain essential information.
- Knowledge of data entry and retrieval.
- Successful completion of application process, including an in-depth background investigation for security purposes, and review of such factors as honesty, sobriety, neatness, industriousness and gain dependability.
- Ability to keep confidentiality of business conducted in the department.

The qualifications listed above are guidelines. Other combinations of education and experience, which could provide the necessary knowledge, skills and abilities to perform the job, should be considered.