



STONE COUNTY EMERGENCY SERVICES E-911 EMPLOYMENT GUIDANCE

Policy No. 138	Applies to: Non-Exempt (Hourly) Public Safety Telecommunicator / Dispatcher Trainee
Section 3: Matters Affecting Employee Status	Page: 1 of 2
Subsection: Job Descriptions	Effective Date: 4/23/2020
Revised: 4/23/2020	

QUALIFICATIONS:

- Minimum 18 years of age.
- Minimum of a high school diploma or its equivalent and skills for the successful performance of tasks assigned.
- Eligible for and maintain current certification for Missouri Uniform Law Enforcement System (MULES).

REPORTS TO: Executive Director, Operations Manager, Shift Supervisor and Training Officer

SUPERVISES: N/A

JOB GOAL: Comprehend and acquire the skills necessary to receive and respond to telephone or other electronic requests for emergency and non-emergency assistance, including law enforcement, fire, medical, or other emergency services and/or dispatches appropriate units to response sites.

RESPONSIBILITIES:

- Answer incoming telephone and radio communications (911 and non-emergency); calls for police, fire, medical and other emergency services.
- Obtain vital information from caller and route calls to appropriate personnel / department.
- Provide timely and accurate information to emergency response personnel and agencies.
- Determine the nature of call and respond appropriately.
- Operate telecommunications devices for the deaf (TTY/TDD) or other devices to obtain and verify required data; may be required to access foreign language interpreter service for non-English speaking callers.
- Maintains a reassuring and calming manner with callers in order to obtain required information; persuades emergency callers to stay on the line, as needed.
- Utilizes radio, telephone, computerized, or other electronic equipment to dispatch specific law enforcement, fire, or medical assistance units to the scene of an emergency based on pre-established response plans and seeks guidance from supervisory personnel when circumstances warrant significant deviation from pre-established response plans.
- May assist in locating or contacting individuals needed to staff the response.
- Must remain alert and available for quick response.
- In response to medical emergencies, provide approved pre-arrival instructions to assist in stabilizing the medical condition of persons until the arrival of professional medical assistance.
- In nonmedical emergencies, provides precautionary instructions and standardized guidance to help assure the personal safety of persons and/or to minimize the loss of property, pending the arrival of fire, police, or other assistance.
- Other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of Office 365 software.
- Knowledge of the geography and streets locations of Stone County, and major arteries that adjoin.
- Type 45 wpm skill based on (Critical criteria).
- Skill in reading and interpreting maps.
- Ability to hear with high degree of accuracy in a high stress environment, with ongoing background noise.
- Ability to perform in fast paced and high stress environment.
- Ability to remain alert during periods low call volume; and prepared to respond at high performance level.
- Ability to operate a Computer Aided Dispatch (CAD) System.
- Ability to provide clear instructions and guidance to callers in emergency situations.
- Ability to establish goals and set priorities.
- Ability to comprehend, interpret, and evaluate relevant information from various types of source materials.



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- Ability to obtain and analyze facts to reach logical conclusions.
- Ability to work both independently and as part of a team.
- Ability to count and to add and subtract whole numbers.
- Ability to speak clearly, concisely, and in a professional manner.
- Ability to maintain the confidentiality of information received.

REQUIREMENTS:

- Must be able to lift and carry 25 pounds.
- Attendance and participation at off-site meetings and trainings.
- Subject to pre-employment, random, and reasonable suspicion drug screening.
- Subject to pre-employment and ongoing criminal history background checks.

TERMS OF EMPLOYMENT:

Non-exempt: Hourly

The Center is open 24 / 7 / 365, with multiple Telecommunicators on duty at all times. There are numerous shifts being eight (8) hours in length, as a standard practice. At times, situations warrant the need for an extended shift due to unforeseen conflict, or other scheduling needs. Due to the nature of the Center, Employee can expect to work Days / Nights / Overnights / Weekends / Holidays. Employee has no expectation to a set shift, or days off. Through the training process, every effort is made for Employee to get experience at all the various shifts. Following training, our shifts are established and scheduled by seniority, staff and scheduling needs permitting.

EVALUATION: Performance of this job will be evaluated initially at six (6) months and at annual intervals thereafter, excluding any performance improvement plans, or other events to trigger a review.

Agreed to:

Telecommunicator Trainee

Authorized and Agreed to:



Executive Director



Board Chairman