

TELECOMMUNICATOR

Definition: Any person assigned to Tucker County 911 Communications Center as a Telecommunicator in accordance with the job description. The Telecommunicator position serves four (4) main functions:

- 1. The reception and processing of complaints and requests for public service;*
- 2. The actual dispatching of participating agency Units;*
- 3. Assisting participating agency Units as required with supplemental information and call-out assistance;*
- 4. The maintenance of all records of transactions.*

The Telecommunicator will retain responsibility for an incident until a unit has been assigned to and accepted the incident. From that point on the Telecommunicator will maintain such records as are necessary to fully document the circumstances surrounding the manner in which the incident was ultimately handled. Responsibility for incoming requests for service rests with the Telecommunicator(s) receiving/processing the original call or complaint; and may not be relinquished without approval of higher authority, unless by necessity during Telecommunicator shift change. A Telecommunicator may not depart from established practice without proper orders from a Tucker Co. 911 Supervisor or other designated person.

TELECOMMUNICATOR JOB DESCRIPTION/RESPONSIBILITIES

- ❖ Responsible for maintaining the efficient operation of the Tucker County 911 Communications Center.
- ❖ Serves as a direct link to emergency response agencies and community residents, accurately assigning their requests for assistance, as may be needed.
- ❖ Dispatch appropriate units and resources to police, fire, emergency medical services and other public safety incidents in a timely manner.
- ❖ Provide communications coordination of public agencies and resources.
- ❖ Transmission and retrieval of information through county, state, and federal law enforcement data networks. (currently contact the DPS for this information)
- ❖ Provide additional and/or subsequent information to each agency as it becomes available.

- ❖ Provide all possible requested assistance to emergency service providers responding to or on scene of calls.
- ❖ Maintain complete, detailed and accurate records/logs of all information pertaining to calls received by or initiated by the Tucker Co. 911 Communications Center.
- ❖ Report any equipment failure to the Supervisor or Director.
- ❖ Be well versed with all policies and procedures.
- ❖ Promptly answer all incoming emergency/non-emergency phone calls and all radio traffic according to set protocols.
- ❖ Read, remain familiar with and adhere to all policies and protocols.
- ❖ Review all logs from the previous shift.
- ❖ Brief the next shift of all ongoing details or situations.
- ❖ Leave the workplace clean and tidy for the upcoming shift.
- ❖ Report to duty punctually, alert and ready to assume your position.
- ❖ Never leave the 911 Center unattended.
- ❖ Maintain the confidentiality of all information related to the Tucker County 911 Communications Center.
- ❖ Perform all administrative and clerical duties pertaining to the position.
- ❖ Perform other related duties as required or assigned by the County Commission, Director or Supervisor.