



PUBLIC SAFETY TELECOMMUNICATIONS OPERATOR JOB DESCRIPTION

Job Title: **Public Safety Telecommunications**

Job Code: **CM140**

Operator

Effective Date: **October 2007**

Pay Grade: **18**

Revision Date: **October 2019**

FLSA: **Non-Exempt**

NATURE OF WORK

Under close supervision, coordinates and performs a variety of dispatch functions on behalf of the Lewis County E911 Communications Department; prepares and maintains dispatch records; and performs other related duties as assigned.

ESSENTIAL FUNCTIONS:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Operates various types of dispatch and emergency communications equipment including multi-frequency radios, computer aided-dispatch, teletype, and TDD/TTY equipment.
- Receives, logs, and prioritizes incoming emergency and non-emergency calls for service.
- Provides assistance, information, and/or instructions to callers; directs and transfers calls to other State agencies as required.
- Dispatches and maintains communication with police, fire, and/or emergency medical services personnel; monitors the location and status of field personnel.
- Responds to inquiries from emergency response personnel; provides directions to incident scenes; logs the arrival time of responders and/or aid apparatus.
- Coordinates response activities with outside agencies, public works personnel, search and rescue services, coroners, mortuaries, chaplains, towing companies, and/or other relevant parties.
- Receives and responds to information from alarm companies regarding commercial and residential properties; monitors County alarm systems; dispatches appropriate response personnel.
- Researches and provides information to law enforcement personnel regarding persons, vehicles, criminal histories, warrants, protection orders, and/or stolen property.
- Enters information into the Washington Crime Information Computer (WACIC) and National Crime Information Computer (NCIC) systems in relation to missing persons, runaways, protection orders, stolen items, and vehicles.
- Assists other agencies in coordinating Child Protective Services (CPS) referrals, mental health evaluations, and/or attempts to locate individuals.
- Performs data entry; prepares and maintains a variety of dispatch records, reports, and documentation.

WORKING ENVIRONMENT / PHYSICAL DEMANDS:

Work is performed in an emergency dispatch center environment; subject to sitting for extended periods of time, standing, bending, reaching, and frequent use of personal computers.

EMPLOYMENT STANDARDS:

High School Diploma or G.E.D. equivalent.

Within one year of employment completion of the following: A Telecommunications I and II Certification, Emergency Medical Dispatch Certification, First Aid/CPR Certification, Access I and II Certification, and TTY/TDD Certification are required.

Type 40 WPM

KNOWLEDGE AND SKILLS:

Knowledge of:

- County policies and procedures.
- Principles and practices of emergency dispatch.
- E911 communications operations, policies, and procedures.
- Emergency dispatch systems and software.
- WACIC and NCIC databases.
- Departmental records, reports, and documentation.

Skills in:

- Answering, prioritizing, logging, and dispatching emergency and non-emergency calls for service.
- Responding to public inquiries and providing information and instructions to callers.
- Maintaining communication with and providing information to emergency response personnel.
- Preparing and maintaining accurate dispatch records and documentation.
- Establishing and maintaining effective working relationships with other staff, County departments, emergency response personnel, outside agencies, and the general public.
- Communicating effectively verbally and in writing.