

## Position Description Form

<b>*Job Title: 911 Telecommunicator</b>		<b>*Working Title of Position: 911 Calltaker/ Dispatcher</b>	
<b>Department/Agency: Graham County 911 Communications</b>		<b>Division</b>	<b>Section/Unit</b>
<b>*Rate of Pay: \$17.20/hour. Certified telecommunicator \$14.00 trainee pay/ paid on-the-job training while you attain your Certifications (CPR, ETC, DCI, EMD)</b>		<b>Benefits:</b> Holiday Pay at time and a half Full time Benefits Health Insurance/Annual leave/Sick leave/Retirement	
<b>Work Schedule:</b> 24/7 work environment. 12 hour schedule with rotating 3 day weekends off.		<b>Work Hours: 12 hour shifts with 2 hours paid overtime built in weekly.</b> <b>Days 7am-7pm / Nights 7pm-7am</b> <b>3 day weekend every other week.</b>	
<b>*Primary Purpose of the Position: Responsible and timely operation of communication equipment to receive and transmit emergency calls for service within Graham County.</b>			
<b>*Knowledge, Skills, and Abilities Recommended in this Position: We will provide you with paid on-the-job training.</b> <ul style="list-style-type: none"> <li>• Excellent multitasking skills</li> <li>• Knowledge of computerized databases, typing skills, telecommunication, radio broadcasting.</li> <li>• Knowledge of basic dispatch codes, as well as standard abbreviations and industry terminology.</li> <li>• Knowledge of the geographical layout of the County as to locations of streets, important buildings and landmarks.</li> <li>• Ability to use logic and reasoning to reach conclusions and approaches to problems</li> <li>• Ability to use judgment and decision-making skills to evaluate situations, establish priorities and resolve matters.</li> <li>• Ability to work under stressful situations.</li> <li>• Ability to actively listen and communicate effectively through clear speech and hearing.</li> <li>• Ability to establish priorities and pass on information as needed.</li> <li>• Ability to elicit information necessary for proper dispatching from persons who may be distressed.</li> <li>• Ability to exercise sound judgement in emergency situations.</li> <li>• Ability to speak clearly, distinctly and professionally.</li> <li>• Ability to deal tactfully and courteously with the public and coworkers.</li> <li>• Ability to maintain files, records and reports.</li> </ul>			
<p>If you have worked directly with customers in a call center, bank teller, billing clerk or other have other clerical experience this could be a job for you. We are looking for employees who work calmly in stressful situations and are passionate about making a difference in our community. If you are interested in this position but are not certain if you meet the exact qualification requirements, we urge you to apply! Graham County 911 Communication Center is a lifeline from the public to public safety. Will you answer the call?</p>			
<b>*Education and Experience Required (E&amp;E):</b>			
Must be 18 years of age. High School Diploma/GED preferred.			
<b>*License or Certification Required by Statute or Regulation</b>			
Emergency Telecommunicator, Emergency Medical Dispatch, CPR			
<b>*Description of Work</b>			

**Essential Functions of the position:**

- Receiving emergency and non-emergency calls from the public through the emergency telephone system.
- Obtain pertinent information from callers to determine the nature and location of the emergency.
- Prioritizing and dispatching calls for service for all three emergency service disciplines (fire, law enforcement, medical).
- Handling radio requests from emergency response units.
- Maintaining location and status information of emergency response units
- Maintaining accurate and timely records
- Providing information or referral options to the public and other agencies as requested
- Perform other related duties as requested.

Graham County is an Equal Employment Opportunity Employer.

**\*= Required**