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Sidney, Nebraska 69131
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Job Description: Emergency Telecommunicator
Salary: \$18.00/hr., full-time, benefited
Reports to: Comm. Center Director
Closing date: TBD

Primary Purpose: Provide the highest quality customer service to all user agencies and citizens through teamwork and the accurate, efficient intake, processing and dissemination of emergent and non-emergent calls coming into the Cheyenne County Emergency Communications Center.

Essential Job Functions: (the following duties ARE NOT necessarily a comprehensive list of all duties performed by some or all employees with this job classification. Additional duties may be required by some or all employees.)

- Promptly answer all incoming 911 and admin line calls and obtain all necessary, pertinent information for an appropriate response to be dispatched.
- Accurately, completely, and concisely enter calls for service into the CAD (computer-aided dispatch) system using appropriate abbreviations without altering the content and without omission of pertinent information about the call.
- Operate radios and dispatch appropriate agency (or agencies) to respond to calls for service entered.
- Monitor all radio traffic on all channels for all user agencies and maintain ongoing contact with all responding personnel and equipment as well as providing updated pertinent information as it becomes available, in order to facilitate responder safety, scene safety and citizen safety as accurately and completely as possible.
- Assist in coordinating resources during significant emergency incidents as necessary.
- Maintain various dispatch documents, logs, forms, and records, both manual and automated as applicable/necessary.
- Accurately query, interpret, enter, modify, verify, confirm, validate, clear, and cancel law enforcement documents such as warrants, protection orders and any other documents as required.
- Monitor security cameras and control access to the Communications Center.
- Perform other duties as directed/requested or as the situation dictates.

Knowledge and Skills Necessary:

- Ability to demonstrate the following:
 - Type accurately *while conversing with callers* at a minimum of 25 wpm.
 - Working knowledge of computers and electronic data processing; working knowledge of modern office practices.
 - Learn and apply CCECC policy, procedure and methods used.
 - Learn the care and operation of all CCECC equipment.
 - Communicate clearly and concisely, both orally and in writing using the English language.
 - Deal tactfully and efficiently using diplomacy and excellent customer service skills with a variety of people/personalities; including those who are frightened, angry, hostile, under great stress, children, and elderly callers.

- Interpersonal skills as it applies to interacting with co-workers, supervisor(s), representatives of the agencies we serve and the public.
- Good decision-making practices and the skill to perform tactfully and proficiently under stress.
- Respond rapidly, accurately, and efficiently to emergent situations while maintaining the composure necessary to prioritize and coordinate the appropriate response; and to maintain a high level of professionalism, productivity and proficiency during periods of stress and/or sustained periods of high activity in the comm center.
- Read and interpret different kinds of maps.
- Follow oral and written instructions.
- Maintain confidential information.
- Differentiate between emergency and non-emergent incidents.
- Present with a clear and understandable telephone and radio voice sufficient to be easily heard.

Minimum Qualifications:

- High School diploma or equivalent.
- Must be 18 years of age as of the date of hire.
- Must be able to obtain and/or retain CPR certification within time frame as established by department.
- Must be able to obtain and/or retain NCIC certification within time frame as established by department.
- Must be able to obtain and or retain certification in a Basic Emergency Telecommunicator program(s) as mandated by the State of Nebraska or the department within the time constraints set forth by the State.
- Must be able to successfully complete FEMA mandated NIMS/ICS training within the time frame as established by the department.
- Must be able to obtain and/or retain certification in department's EMD program within the time frame established by the department.

Physical and work requirements and job conditions:

- Must be able to:
 - Work in a seated position for extended periods of time.
 - Reach and twist from the waist in a seated position.
 - Pass drug and alcohol testing.
 - Work in secured basement setting with no windows.
 - Have vision sufficient to perform all required duties and use all equipment proficiently, including being able to distinguish colors on dispatching screens and other forms of media.
 - Have hearing sufficient to operate all equipment used and to hear and understand co-workers proficiently.
 - Arm, hand, and finger dexterity sufficient to perform all job requirements proficiently.
 - Lift and/or move up to 25lbs.

Please note:

Holiday, weekends, and shift work are required.

Occasional overtime and on call may or may not be required.

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The County realizes that an individual with a disability may require an accommodation to enable him or her to successfully perform a job function. Consideration will be given to reasonable accommodations.