

Subject: **Level III Telecommunicator Job Description**

Purpose: Create Job Description for Level III Telecommunicator

Responsibility: Level III Telecommunicator

Procedure: **General Responsibilities Shall Include:**

Receives calls for emergency services and dispatches the appropriate emergency response units to respond to the calls.

**Position Title:** Level III Telecommunicator

**Status:** Non-exempt

**Immediate Supervisor:** Communications Director, Communications Supervisor, or the highest ranking Telecommunicator on duty.

\_\_\_\_\_  
**Date of Adoption**

\_\_\_\_\_  
**Director**

**Duties:**

1. Receives calls for emergency or routine services; questions callers to obtain information required to dispatch emergency response units properly.
2. Determines the appropriate emergency response units by checking resource references materials (CAD, Maps, etc); notifies the appropriate units of the type of call, location, and other available information.
3. Provides any additional or updated information to all field units throughout the dispatch, response, and on scene phase of the call.
4. Monitors radio reports and requests for information or assistance from field units responding to calls.
5. Uses resources available, ACIC, CAD, etc, to obtain information required by field units.
6. Notifies other agencies of calls which may affect those agencies or require additional services; dispatches routine calls to the proper agencies, notifies utility companies of situations which may involve disruption of service or utility equipment.
7. Performs tests of radio and telephone equipment at assigned intervals; notifies supervisor and repair personnel of equipment malfunction.
8. Maintains and updates records regarding equipment tests, street closings, and run books; notifies affected field units.
9. Monitors National Weather Service radio and MAC Call channel and notifies the appropriate agencies and personnel of reports received.
10. Notifies additional service agencies such as wrecker, utilities, etc, as requested by field units.

11. Passes on any information involving an emergency or routine call which the shift supervisor may need to be aware of.
12. Provides emergency medical assistance (EMD) via the telephone until summoned EMS units or area responders arrive on the scene. (If properly trained)
13. Obtains and transmits ACIC/NCIC information needed by field units.
14. Write narrative reports documenting problems or unusual situations to be delivered to and reviewed by the Communications Director.
15. Notify the Communications Director of any equipment or system failure.
16. Notify the Communications Director of all major or news worthy events occurring in Garland County.
17. Pass on any information which may be pertinent to the Telecommunicator relieving you at shift change.
18. Ensure that all necessary supplies are resource materials are adequately maintained.
19. Research new ideas and procedures to improve the overall operation of the communications center.
20. Assigns and reviews the work activities of communications operators on assigned shifts in the absence of the communications shift supervisor
21. Supervises the operations of shifts, ensuring proper information is dispatched and correct procedures are followed in the absence of the communications shift supervisor.
22. Ensures the testing of communications equipment, including radio, computer, ACIC, mobile phones, emergency warning system, telephone, hand held radios, mobile encoder, and paging systems to ensure they are maintained in working order.
23. Maintains logs of emergency equipment taken out of service and maintenance requests for communications equipment.
24. Writes narrative reports regarding problems or unusual situations that arise during shifts for supervisor's review.
25. Maintains a current list of hospitals and medical services available for surrounding counties including telephone numbers and locations.
26. Document any occurrence of inadequate job performance by communications personnel to be delivered to and reviewed by the Communications Director.

**Skills, Knowledge and abilities:**

1. Must have advanced knowledge of computer applications.
2. Must be able to type 30 wpm with 5 or less errors.
3. Must have the ability to communicate effectively with the public and other emergency response personnel.
4. Must be proficient in operations of all dispatch equipment.
5. Must be proficient in all aspects of 9-1-1 operations.
6. Must have had satisfactory evaluation for the past two years.

**Minimum Requirements:**

1. Must meet all Level I and II criteria.
2. Must have three to four years full time approved experience in dispatch of emergency services.
3. Must be Emergency Medical Dispatch (EMD) certified.
4. Must be Advanced Fire Dispatch certified.
5. Must be T.D.D. Certified and recertify quarterly.
6. Must be willing to participate in and test negative for drug and alcohol use, on a pre-employment and random basis.
7. Must have twenty four hours of approved training in addition to previous requirements.
8. Must achieve a minimum of 24 hours of continuous education courses per year.