

**POSITION DESCRIPTION
COUNTY OF STEUBEN, INDIANA**

POSITION: Telecommunications Technician
DEPARTMENT: Communications
WORK SCHEDULE: As Assigned
JOB CATEGORY: POLE (Protective Occupations, Law Enforcement)

DATE WRITTEN: October 1995 **STATUS:** Full-time
DATE REVISED: August 2014 **FLSA STATUS:** Non-exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Steuben County provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.

Incumbent serves as Telecommunications Technician for the Steuben County E-911 Communications Department, responsible for receiving emergency and non-emergency calls and taking appropriate action, including dispatching information to various response units.

DUTIES:

Receives emergency calls, gathers maximum amount of information in minimum amount of time, determines appropriate response and dispatches Department officers and other emergency personnel accordingly. Answers and screens calls for Emergency 911 (E-911), REMC, intercom, extension, alarm, Child Protection and non-emergency lines.

Receives non-emergency calls, determines nature of call, responds to inquiries, routes caller to appropriate person and/or takes messages.

Monitors radio frequency activities of various other law enforcement and public safety agencies within the county and surrounding counties. Notifies and/or dispatches local emergency personnel as situations demand. Regularly communicates with field units, assessing unit safety and need for backup, dispatching backup units and other emergency personnel as necessary.

Verifies, enters, maintains, documents and retrieves IDACS/NCIC and CHRI information for County and other law enforcement agencies. Receives and transmits computer teletypes pertaining to, but not limited to, criminal histories, driver's licenses, vehicle registrations, gun permits, runaways, missing persons, and stolen property.

Enters and maintains accurate computer records and logs of all warrants served and recalled, and appropriately files copy of warrant. Periodically assists officers attempting to serve warrants by making telephone calls and locating individuals.

Maintains complete and accurate computer log of all radio traffic calls, assigns unit(s), follows up on disposition of call and enters information into computer. Operates and maintains telephone tape recording system that automatically records all incoming calls.

Answers alarm board and dispatches officers for local businesses and residences. Regularly tests and activates all Fire and EMS Department pagers on a weekly basis. Monitors information from weather station, including wind speed and direction, temperature and dew point. Performs severe weather pager test weekly.

Attends regular staff meetings; periodically attending prescribed training programs for certification in specialized law enforcement areas.

Cleans office areas as required.

Periodically makes public speaking presentations regarding Department operations to community groups as assigned.

Performs related duties as assigned.

I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:

A high school diploma or GED. Ability to acquire/maintain required certification, including IDACS/NCIC computer systems, CPR and Emergency Medical Dispatch.

Thorough knowledge of and ability to make practical application of the customary practices, procedures, rules and regulations of the Department, and personnel policies of the organization.

Practical knowledge of area law enforcement, EMS and fire demands, and ability to physically perform the essential duties of the position, including operating a computer for long periods and sitting for long periods with little or no opportunity for breaks during shift.

Working knowledge of and ability to read maps, use emergency code terminology and clearly and calmly respond during stressful situations.

Working knowledge of standard English grammar, spelling and punctuation and ability to appropriately receive, maintain, and log all radio traffic information.

Ability to meet all Department hiring and retention requirements, including incumbent not posing a direct threat to the health and safety of other individuals in the work place.

Ability to effectively listen, comprehend, communicate orally and in writing with co-workers, other County departments, the public, other officials, and agencies during varied emergency situations, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to provide public access to or maintain confidentiality of department information and records according to State requirements.

Ability to comply with all employer and department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace and personal conduct.

Ability to successfully and professionally obtain proper information and take control of hysterical,

hostile, and misinformed individuals in emergency situations.

Ability to effectively receive and dispatch calls requiring emergency and informational assistance and take authoritative action as situations demand. Ability to condense large amounts of information into coherent typed remarks, and to use and understand a variety of acronyms and codes.

Ability to type with speed and accuracy and properly use all equipment, including radio console, IDACS and Department computers, typewriter, fax machine, Enhanced 911 system, intercom phone and Telecommunications Device for the Deaf (TDD).

Ability to work alone with minimum supervision and with others in a team environment.

Ability to work on several tasks at the same time and work rapidly for long periods, often under time pressure.

Ability to understand, memorize, retain, and carry out written and oral instructions, and present findings in oral or written form.

Ability to occasionally plan and present public speaking presentations.

Ability to work irregular and/or extended hours as directed or required.

II. RESPONSIBILITY:

Incumbent performs a wide variety of communication duties according to a flexible, customary routine with work priorities determined by service needs of the public. Incumbent makes independent decisions and takes authoritative action in response to situational demands, with work primarily reviewed in progress for compliance with Department policies and procedures and soundness of judgement. Errors in decision or work are usually prevented through procedural safeguards and are detected through supervisory review, with undetected errors possibly resulting in endangerment or loss of life to Department personnel and/or others.

III. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other County departments, the public, other officials, and agencies for purposes of receiving and responding to emergency/non-emergency calls and dispatching personnel. Incumbent regularly engages in non-routine contact with callers requesting emergency assistance in situations that may jeopardize public safety.

Incumbent reports directly to Assistant Director.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a standard office environment and is frequently exposed to stressful situations associated with emergency requests for assistance, involving a restricted seated position for long periods with little or no opportunity for breaks during shift, keyboarding, lifting/carrying objects weighing less than 25 pounds, close vision, speaking clearly, and hearing sounds/communication. Incumbent works irregular and/or extended hours as directed or required.

APPLICANT/EMPLOYEE ACKNOWLEDGEMENT

The job description for the position of Telecommunications Technician in the E-911 Communications Department describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?
Yes_____ No_____

Applicant/Employee Signature

Date