

## Telecommunicator - Trainee

**DEFINITION:** Under close supervision of the Emergency Communications District (ECD) training and supervisory personnel, acquires the skills, training, and certifications necessary to receive, process, and coordinate responses to requests for emergency and non-emergency calls received via telephone (wired, wireless, VoIP), text messages, wireless personal safety alerts, device-to-device interfaces, and other means from persons in need of assistance. Accurately obtains vital call information, enters call for and/or deploys emergency resources all within time parameters established by national standards. Maintains contact with, responds to and supports public safety-first responders via radio or other wireless means. Obtains additional post-dispatch information from callers and/or provides critical pre-arrival instructions oftentimes in stressful, life-altering situations.

This position requires weekend, shift work, and incumbent is subject to emergency recalls to duty and mandatory overtime as needed.

**ESSENTIAL FUNCTIONS:** (Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, physical requirements, knowledge, skills, abilities, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.)

### **TASKS:**

Attends and successfully completes Emergency Communications training programs with the objectives to effectively operate automated call and dispatch control center workstation to receive emergency and non-emergency calls according to established protocols.

Develops working knowledge of applicable State of Tennessee statutes, rules, administrative orders, policies and procedures, as well as ECD rules, policies, and procedures.

Develops working knowledge of the National Crime Information Center (NCIC) rules and regulations related to access and dissemination of information.

Develops working knowledge of the geography and locations of streets, roads, addresses, public buildings, subdivisions, landmarks, and other locations near, within, and throughout Hamilton County.

Answers telephone lines; assesses incoming 911 emergency and non-emergency calls; enters call data into the Computer Aided Dispatch (CAD) System for proper dissemination, including dispatch or transfers/connects calls to appropriate department, extension, service or agency.

Maintains effective communications with caller to obtain/verify address and other pertinent information and to comfort control, or de-escalate the caller/scene as much as possible until assistance arrives; initiates welfare checks on abandoned 911 calls.

Communicates effectively and coherently over law enforcement, fire, EMS and rescue, radio channels; maintains police, fire, EMS, rescue and other responding units' activities status at all times to ensure safety of personnel involved including those working accidents, fires, hazardous incidents and breaks

Enters/retrieves a variety of data into/from NCIC, Computer Aided Dispatch (CAD), and related computer systems.

Monitors multiple radio frequencies and responds to requests for services or records; monitors alarm systems at specific locations.

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Performs a variety of administrative duties and activities related to emergency communications, such as; assorted logs detailing activity including wrecker service, warrants, CADs supplemental information system, dispatching, message, NCIC entries/retrievals of information, facsimiles and teletypes.

Conducts computer background checks on criminals; handles inquiries on driver's licenses, vehicle tags, stolen articles and property, guns, wanted and missing persons, and warrants and summons; provides various information from computer databases as requested by law enforcement officers.

### **ADDITIONAL FUNCTIONS**

Performs administrative/clerical support tasks including but not limited to; locating and/or cross-referencing telephone numbers and addresses, researching and contacting business/residence key-holders as necessary, changing computer paper and shredding confidential material, and performs other duties as required.

Takes and relays messages to for local agencies; places calls for officers and supervisors; page out on-call personnel; disseminates information to various agencies.

### **POSITION STEP PLAN**

After completion of specific training and subject to management discretion, this position will be compensated according to step plan:

- Trainee after completion of Call Taking Training: \$40,753
- Trainee after completion of Info Channel and NCIC Training or either Fire or EMS Training: \$41,430

After completion of all training phases required and the mandatory probationary period and subject to management approval. this position will be compensated according to step plan:

- Trainee after completion of Law Enforcement or either Fire or EMS Training (All Complete) promotes to Telecommunicator: \$42,105

### **MINIMUM QUALIFICATIONS**

Candidates must possess a High School diploma or GED.

Candidates must successfully pass a pre-employment screening test to assure compatibility with and an aptitude for this position. Successful candidates must also be able to pass a criminal records background investigation.

During the probationary and training period, the candidate must attain NCIC/TIES Basic certification as well as certifications for telecommunications and Emergency Medical Dispatch (EMD) within the prescribed training period; must maintain valid certifications thereafter during the period of employment.

In addition, you must meet the requirements as stated in **§ 7-86-205. Requirements for public safety dispatchers** – (d) Except as provided in subsection (f), in addition to the requirements of subsection (c), any such person shall:

- (1) Be at least eighteen (18) years of age;

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- (2) Be a citizen of the United States;
- (3) Be a high school graduate or possess equivalency;
- (4) Not have been convicted or pleaded guilty to or entered a plea of nolo contendere to any felony charge or to any violation of any federal or state laws or city ordinances relating to force, violence, theft, dishonesty, gambling, liquor or controlled substances;
- (5) Not have been released or discharged under other than an honorable or medical discharge from any of the armed forces of the United States; and
- (6) Have a good moral character as determined by a thorough investigation conducted by the employing agency.

### **SAFETY SENSITIVE**

**This position has been identified as “safety sensitive” under the definition of 49 CFR Part 40- Department of Transportation Workplace Drug and Alcohol Policy. This position will be subject to drug and alcohol testing for the following: 1) post offer pre-employment 2) when there is reasonable cause 3) after an on-the-job accident or contributing to an accident 4) on a random basis 5) prior to return to duty after suspension and/or 6) as follow-up. This is additional and also subject to the Rules and Regulations of The Employee Handbook.**

### **PHYSICAL REQUIREMENTS**

Work requires long periods of attention to detail and may involve extended periods of time at a keyboard. Tasks require the ability to exert light physical effort in sedentary to light work, which may involve occasional lifting, bending, kneeling, stooping, pushing and/or pulling of objects and materials of light weight (5-10 pounds).

### **PERFORMANCE APTITUDES**

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive and/or advisory data and information.

**Functional Reasoning:** Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving the direction, control and planning of an entire program or set of programs.

### **ADA COMPLIANCE**

**Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

**Sensory Requirements:** Requires the ability to perceive and discriminate sounds and visual cues or signals and the ability to communicate orally.

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**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

### **ADDITIONAL INFORMATION:**

This job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Any overtime hours offered in this position are not guaranteed, are an estimate, and are subject to change.

All positions within Hamilton County Government are considered work **in-person** and require regular and punctual attendance.

All positions within Hamilton County Government may require work on Holidays or weekends. Additionally, irregular hours and shift work may be required, including possible extension of shift hours, at times with short notice

**AN EQUAL OPPORTUNITY EMPLOYER** Hamilton County does not discriminate on the basis of race, color, national origin, sex, religion, age, or disability in employment or the provision of services. A copy of Hamilton County's Equal Employment Opportunity Plan (EEOP) & Utilization Report is available on the County's Equal Employment Opportunity (EEO) Office home page. [https://www.hamiltontn.gov/Department\\_EqualEmploymentOpportunityOffice.aspx](https://www.hamiltontn.gov/Department_EqualEmploymentOpportunityOffice.aspx)

The Hamilton County 911 Emergency Communications District is an equal opportunity Employer. In compliance with the Americans with Disabilities Act, the District will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.

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