



Delaware County

This document is used to provide a basic description of essential duties and other work elements

Job Title: Communications Technician	
Department: Emergency Communications Center	Position Fund Account No.:
Division:	JOB CATEGORY: POLE
Work Schedule: As assigned	Job Grade:
Reports to: Supervisor	Status: Full-time
FLSA Status: Non-exempt (OT eligible)	Effective Date: November 2023 Re-evaluation Date:

To perform this position successfully, an individual must be able to perform each essential function of the position satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Delaware County provides reasonable accommodations 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 present an undue hardship.

Incumbent serves as Communications Technician for the Delaware County Emergency Communications Center, responsible for answering emergency and non-emergency calls and dispatching information to appropriate response units.

DUTIES:

Receives, evaluates, and monitors emergency calls, including gathering maximum essential information in minimum amount of time, determining appropriate response, dispatching emergency personnel according to standard operating procedures, and providing emergency medical instructions to callers as needed.

Receives non-emergency calls, determining nature of call, responding to inquiries, routing caller to appropriate person, and taking messages.

Operates workstation using multiple computer systems, including but not limited to Computer Aided Dispatch (CAD), Geographical Information System (GIS), radio dispatch consoles, and recording systems.

Maintains complete and accurate computerized records of radio traffic calls, citizen requests and complaints, disposition of calls, warrants, missing persons, and stolen items. Enters, updates, and creates various reports, forms, and documents on computer as required, including CAD, NLETS, and IDACS/NCIC systems. Ensure entries include accurate supporting documentation according to IDACS/NCIC rules and regulations.

Monitors radio communications of various public safety agencies in Delaware County and surrounding counties. Maintains and tracks status of all police, fire, EMS command and response personnel, assessing unit safety and need for backup, and dispatching backup units as necessary.

Communicates clearly and effectively with callers and public safety responders, including using active listening, call control, judgment, respect, empathy, appropriate terminology, codes, signals, technology, and language interpretation services.

Contacts various agencies and companies as required, including, but not limited to Red Cross, County Coroner, Hazmat, Public Works, utilities, wrecker and tow services, telephone companies, wireless phone companies, and alarm companies.

May perform duties of Officer in Charge (OIC) on assigned shift if additional training requirements are met.

May perform duties of Certified Training Officer (CTO) if additional training requirements are met.

Maintains situational awareness of communications center with regards to activity, major incidents, severe weather, and other potential emergencies.

Testifies in legal proceedings or court as required.

Performs related duties as assigned.

I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:

High school diploma/HSE is required. Associate degree is preferred and/or equivalent combination of communication, public safety, criminal justice experience, education, and training.

Must be at least 18 years of age.

Ability to meet all hiring and retention requirements, including passage of a drug and criminal background check.

Possession of or ability to obtain and maintain required certifications and training, including but not limited to Public-Safety Telecommunicator, CPR, IDACS/NCIC, EMD, National Incident Management System 100, 200, 700, 800, and Fire, Law Enforcement, and Emergency Medical Dispatch Protocols.

Ability to complete Communication Center Supervisor training to perform additional OIC duties and Communication Training Officer training to perform additional CTO duties.

Thorough knowledge of and ability to make practical applications of the standard practices, procedures, rules, and regulations of the Department.

Thorough 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, sitting for long periods with little or no opportunity for breaks during shift, responding to emergency telephone calls, and taking authoritative action as situation demands.

Working knowledge of standard English grammar, spelling and punctuation, and ability to complete detailed reports within Department deadlines.

Working knowledge of community geography and ability to read and interpret maps and determine locations and directions.

Working knowledge of emergency codes, terminology, radio frequencies, procedures, and limitations with ability to respond clearly and calmly during stressful situations.

Knowledge of procedures for other agencies dispatched by Emergency Communications Center.

Knowledge of channels of authority within public safety organizations of the County.

Ability to properly operate standard Department equipment, including CAD and IDAC/NCIC computer, 911 phone systems, printer, fax machine, headset, radio, and recorder playback.

Ability to perform essential functions of the position without posing a direct threat to the health and safety of self or other individuals in the workplace.

Ability to effectively communicate orally and in writing with co-workers, other city, County and State departments, local public-safety agencies, law enforcement agencies, fire and emergency services/agencies, other 911 communication centers, utility companies, alarm companies, Red Cross, wrecker and tow services, hospitals, prisons, telephone and wireless phone companies, and the public, including using tact and diplomacy and 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.

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

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

Ability to count, compute, and perform arithmetic operations.

Ability to apply knowledge of people and locations.

Ability to compare or observe similarities and differences between data, people, or things.

Ability to speak clearly and distinctly, hear and be heard and understood when communicating in person, by radio, or by telephone.

Ability to obey all written and oral orders and directives from Department superiors.

Ability to analyze, evaluate, coordinate, place, make determinations, and act based on analysis.

Ability to work alone with minimum supervision and with others in a team environment, work on several tasks at the same time, and work rapidly for long periods, often under time pressure.

Ability to competently serve the public with diplomacy and respect, including occasional encounters with violent/irate persons.

Ability to regularly work weekend, irregular, and evening hours and occasionally travel out of town for training, sometimes overnight.

II. RESPONSIBILITY:

Incumbent performs a wide variety of communication duties with general supervision according to specific detailed instructions. Incumbent exercises independent judgment in determining interpretations of medical data and seriousness of emergency situations. Frequently, decisions are made which are restricted only by organization-wide policies. Errors in work are primarily detected or prevented through notification from other departments, agencies, or the public, and/or quality control protocols. Undetected errors could lead to endangerment or loss of life to emergency responders or the public, work delays in other departments or agencies, and loss of money to Department or agencies.

III. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other city, County and State departments, local public-safety agencies, law enforcement agencies, fire and emergency services/agencies, other 911 communication centers, utility companies, alarm companies, Red Cross, wrecker and tow services, hospitals, prisons, telephone and wireless phone companies, and the public for the purposes of giving and receiving information and rendering services.

Incumbent reports directly to Supervisor.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a communications center, involving sitting/walking at will, sitting for long periods, lifting/carrying objects weighing up to 25 pounds, handling/grasping/fingering objects, keyboarding, close/far vision, speaking clearly, color perception, hearing sounds/communication and working in a noisy environment. Incumbent may be exposed to violent/irate individuals and stressful situations associated with requests for emergency assistance and typically performs duties in a restricted seated position with little or no opportunity for breaks during shift.

Incumbent is regularly required to work weekend, irregular, and evening hours and occasionally required to travel out of town for training, sometimes overnight.

APPLICANT/EMPLOYEE ACKNOWLEDGEMENT

The job description for the position of Communications Technician for the Delaware County Emergency Communications Center 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_____

Approved by Human Resources Director: _____Date_____

Supervisor Signature Date

Reviewed with Employee Date

Employee's Signature (Printed Name) Date

Signed copy to: Human Resources (Original)
Supervisor