

## **PITT COUNTY JOB DESCRIPTION**

### **JOB TITLE: TELECOMMUNICATOR (BASIC) SHERIFF'S DEPARTMENT**

#### **GENERAL STATEMENT OF JOB**

Under general supervision, performs specialized radio and communications work in the County Sheriff's Department, serving as radio dispatcher on an assigned shift. Work involves receiving emergency and non-emergency incoming calls, dispatching applicable personnel, and operating a computer terminal to enter data on stolen vehicles, missing persons, etc., and to retrieve information for Sheriff's officers. Work also includes preparing a variety of reports, producing criminal histories, responding to inquiries from general public, locating deputies and transmitting information, and performing a variety of clerical duties as needed. Reports to the Communications Supervisor.

#### **SPECIFIC DUTIES AND RESPONSIBILITIES**

##### **ESSENTIAL JOB FUNCTIONS**

Operates communication systems to receive emergency and non-emergency incoming calls for County Sheriff's Department; receives complaints and requests for service by telephone or radio; obtains necessary information and dispatches necessary officials and/or advises callers of proper contact for assistance or information; operates facsimile machines to send and receive messages.

Greets visitors and answers telephone, receiving inquiries, providing information based on considerable knowledge of County programs and activities, or referring callers to appropriate personnel, as necessary; routes messages for Department personnel, as necessary.

Provides support to local law enforcement units through County, answering two-way radio and responding to deputies and County and municipal police; monitors scanner equipment for Greenville Police Department, fire and rescue squads and North Carolina State Highway Patrol.

Operates computer terminal connected with the DCI and the NCIC to enter, store and/or retrieve information as requested or otherwise necessary, including stolen vehicles and articles, missing and wanted persons, vehicle registration data, title leans, drivers' histories, criminal histories, warrants for arrest, bond forfeitures, etc.; summarizes data in preparation of standardized reports, including incident reports, status reports, etc.

Establishes and maintains a variety of tangible files, including copies of domestic violence orders, restraining orders, warrants, etc., filing and retrieving information as requested or otherwise necessary.

Maintains a computer log of complaints and services requested; maintains knowledge of location and activities of various emergency response personnel; maintains location logs and mileage reports for deputies; prepares activity reports.

##### **ADDITIONAL JOB FUNCTIONS**

Performs other related work as required.

## **MINIMUM TRAINING AND EXPERIENCE**

Graduation from high school, or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

## **SPECIAL REQUIREMENTS**

Certification by the North Carolina State Bureau of Investigation's Division of Criminal Information in operation of the Division of Criminal Information Network.

## **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of machinery and equipment including computer terminals, two-way radio panels with hand and foot pedals, encoders, answering machines, audio-visual equipment, calculators, copiers, facsimile machines, etc. Must be able to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Sedentary Work. Light Work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

**Interpersonal Communication:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving instructions, assignments or directions from superiors.

**Language Ability:** Requires the ability to read a variety of reports, correspondence, logs, operational manuals, maps, procedures, histories, applications, checks, forms, etc. Requires the ability to prepare reports, forms, logs, lists, etc., using prescribed formats. Requires the ability to speak to people with poise, voice control and confidence.

**Intelligence:** Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic or schedule form.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including legal, counseling, mechanics, electrical and medical technology, and emergency response codes.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract; to multiply and divide; to calculate decimals and percentages; to interpret graphs, to compute discount, interest profit and loss, ratio and proportion, etc.; to perform calculations involving variables, formulas, square roots, and polynomials; to perform statistical calculations which include frequency distributions, reliability and validity of tests, correlation techniques, factor analysis, and econometrics.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Motor Coordination:** Requires the ability to coordinate hands and eyes rapidly and accurately in using office equipment.

**Manual Dexterity:** Requires the ability to handle a variety of office equipment, communications equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** Requires the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress and emergency situations.

**Physical Communication:** Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone and two-way radio equipment.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Working knowledge of the geographical layout of the County including political subdivisions, location of streets, important buildings and other landmarks.

Working knowledge of the operation of two-way radio equipment and related Federal Communication Commission regulations.

Working knowledge of the operation and location of law enforcement and emergency service units.

Some knowledge of the ethical guidelines applicable to the position as outlined by professional standards and/or federal, state or local laws, rules, and regulations.

Skilled in the operation of emergency communication equipment and computer systems and databases utilized by the Department.

Ability to elicit information necessary for proper dispatching from persons who may be distressed.

Ability to exercise sound judgment in emergency situations.

Ability to exercise independent judgment and initiative in receiving messages, responding to emergency situations, and dispatching calls.

Ability to speak clearly, distinctly and politely.

Ability to deal tactfully and courteously with the public.

Ability to maintain effective files, records and reports.

Ability to establish and maintain effective working relationships as necessitated by work assignments.