

**NORTHAMPTON COUNTY LOCAL GOVERNMENT
NOTIFICATION OF POSITION VACANCY**

March 3, 2023

Tele-communicator

Northampton County is accepting applications for an opening in its E-911 Center. The Northampton County Tele-communicator reports to the telecommunications supervisor and is responsible for receiving incoming routine and emergency calls, dispatches personnel and equipment, and maintains contact with multiple law enforcement, rescue, and fire units. Work includes operation of electronic dispatch equipment, computer terminal connected to the Division of Criminal Information (DCI) and the National Crime Information Center. Work also involves the performance of detailed record keeping, assisting the public with directions and general information, and monitoring public and private alarms. Work involves frequent public contact which requires tact, firmness, decisiveness and judgment in obtaining necessary information from people who are under extreme stress and choosing appropriate courses of action. Work is performed in accordance with departmental policy and State and Federal law. Work is performed under regular supervision and is evaluated through observation, monitoring of radio communication, discussion and review of reports.

Education: Graduation from high school and some communications, dispatching or other public contact work preferred; or an equivalent combination of education and experience. Background check is required.

PLEASE SUBMIT A RESUME AND NORTHAMPTON COUNTY APPLICATION
AVAILABLE AT www.northamptonnc.com

Mail applications to: Human Resources Department, Attn: HR Director, P.O. Box 367,
Jackson, North Carolina 27845

Grade 63 – Normal Hiring Salary Range: \$30,426 - Negotiable

Position Is Open Until Filled

NORTHAMPTON COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER AND HIRES ONLY U.S.
CITIZENS AND LAWFULLY ADMITTED ALIENS.

NORTHAMPTON COUNTY IS A DRUG-FREE WORKPLACE. ALL SUCCESSFUL CANDIDATES WILL
BE SUBJECT TO DRUG TESTING AS A CONDITION OF EMPLOYMENT.

SEE FULL POSITION DESCRIPTION BELOW



Northampton County Local Government Job Description Tele-communicator

General Statement of Duties

Performs responsible public safety communications and administrative support work for law enforcement, fire, and rescue functions, governmental agencies in the county, including gathering medical information to provide Emergency Medical Dispatch (EMD) information to callers.

Distinguishing Features of the Class

An employee in this class receives incoming routine and emergency calls and dispatches emergency and non-emergency calls for personnel in the county using two way radios, computer aided dispatch, telephone and TDD/TTY machines. Work includes interviewing callers to determine the nature of concerns, dispatching personnel and equipment, and maintaining contact with rescue and fire units. Work also includes operation of electronic dispatch equipment, computer terminal connected to the Division of Criminal Information (DCI) and the National Crime Information Center (NCIC), Emergency Medical Dispatching (EMD), NCAWARE, and involves the performance of detailed record keeping, assisting the public with directions and general information, and monitoring public and private alarms. Work involves frequent public contact which requires tact, firmness and decisiveness and judgment in obtaining necessary information from people who are under extreme stress and choosing appropriate courses of action. Work also involves the performance of detailed record keeping. Work is performed in accordance with departmental policy and state and federal law. Work is performed under regular supervision and is evaluated through observation, monitoring of radio communication, discussion and review of reports.

Duties and Responsibilities

Essential Duties and Tasks

- Receives routine and emergency telephone calls and personal requests for assistance concerning crimes, fires, rescue needs or general information, identifies the locations of callers to choose and dispatch the proper law enforcement, fire, or rescue department or unit.
- Operates a variety of electronic equipment to maintain contact with County personnel, multiple fire units and emergency rescue personnel, emergency medical service, and law enforcement units.
- Interviews callers to determine nature of concern and provides information about the situation as it develops and/or background information; provides pre-arrival medical instruction using EMD system.
- Operates terminal connected with the DCI to obtain driver's history, vehicle registration data and criminal record information; checks warrants; runs vehicle inquiries and driver license history checks for law enforcement agencies.
- Maintains communications logs and reports including the nature of calls, actions taken and the times involved.

- Monitor public and private fire and security alarm systems; activates monitors to dispatch appropriate agencies; transfers appropriate calls to state patrol.
- Monitors activities of law enforcement and emergency personnel and makes radio contact to insure safety; takes and transmits departmental messages.
- Works in the communications center to receive calls during weather and other emergencies such as hurricanes, ice and snow.

Additional Job Duties

Performs other related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

- Considerable knowledge of the physical layout and landmarks of the county.
- Working knowledge of the operation of an electronic radio and telecommunications system and related Federal Communications Commission regulations.
- Working knowledge of the functions, practices and procedures of the Sheriff Department, Police Departments, multiple fire departments, emergency rescue units, and other law enforcement agencies.
- Working knowledge of the application of information technology to telecommunications including utilization of computer aided dispatch, data base management and efficient keyboard skills.
- Skill in public contact and collaborative conflict resolution.
- Ability to accurately receive and transmit radio communications.
- Ability to manage multiple and competing priorities, set priorities, and maintain calm control under the stress of emergency conditions.
- Ability to assess people and situations, to apply sound judgment, to remain calm under stressful conditions and to elicit sufficient and essential information for dispatching and assisting field personnel.
- Ability to deal tactfully, firmly and courteously with the public under the stress of emergency conditions.
- Ability to speak clearly and distinctly.
- Ability to maintain accurate and complete work activity records and files, including operating computer terminals.
- Ability to work simultaneously on different calls with different agencies and staff.
- Ability to establish and maintain effective working relationships as necessitated by work assignments.

Physical Requirements

- Must be able to physically perform the basic life operational functions of reaching, lifting, fingering, feeling, grasping, talking, hearing, and repetitive motions.
- Must be able to perform sedentary work exerting up to 10 pounds of force occasionally; and a negligible amount of force frequently or constantly to move objects.
- Must possess the visual acuity to operate computer equipment, and maintain and review written and computerized records and reports

Desirable Experience and Education

Graduation from high school and public contact and customer service experience; communications and dispatching experience preferred; or an equivalent combination of education and experience.

Special Requirement

- Ability to obtain certification as EMD, CPR, and Basic Telecommunicator certification within six months.
- Ability to obtain certification by the State of North Carolina as a DCI Operator within three months.

Northampton County
2021

Special Note: This generic class description gives an overview of the job class, its essential job functions, and recommended job requirements. However, for each individual position assigned to this class, there is available a completed job questionnaire with a physical abilities checklist that can give further details about that one specific position. Those documents should be reviewed before initiating a selection process. They can provide additional detailed information on which to base various personnel actions and can assist management in making legal and defensible personnel decisions.

Position Classification

Non-Exempt (Salaried)

Signed: _____

Date: _____

Printed Name: _____

Date: _____