

Job Title: Telecommunications Specialist I
Department: 911
Supervisor: Director of 911
Supervision Exercised: None
Salary Range: Grade B17
FLSA Status: Non-exempt
Last revision: September 29, 2011

JOB SCOPE

Summary: Must be able to answer multiple telephone lines, to communicate effectively with persons requesting emergency and non-emergency assistance, to clearly relay information for dispatch or transfer calls appropriately. Ability to take appropriate action given either a routine or an emergency situation; Remains calm under all circumstances. Maintains conversation with caller to obtain/verify pertinent information, to administer pre-arrival instructions and to provide comfort until assistance arrives, re-establishes calls on 911 hang-ups. Maintains status of police, fire, EMS, and other responding units at all times to ensure safety of personnel involved, including those working accidents, fires, and hazardous incidents, as well as those on breaks. Processes and confirms warrants, protection orders, no contact orders, missing person records, and stolen article and vehicle records. Must have aptitude to deal well in stressful situations. Performs administrative support tasks as required. Must be able to work shift work. Bonner County 911 Center operates 24/7, holidays, weekends.

Other Information: Applicant is expected to maintain a positive, helpful, constructive attitude and work relationship with their supervisor, peers, all county staff, customers, elected officials and the community. Applicant must be able to solve practical problems that require reasoning and be able to deal with a variety of concrete variables in situations where only limited standardization exists; to interpret, identify, access, or diagnose a variety of instructions or information furnished in written, oral, diagram, or schedule form and plan approaches that respond to problems or challenges; to adapt or modify existing systems, procedures, or methods to new situations; to find alternative solutions by weighing alternatives and developing action plans; to multi-task duties. There are no supervisory responsibilities with this position.

ESSENTIAL FUNCTIONS

The essential functions include, but are not limited to the following duties and responsibilities which are not listed in any particular order of priority and may be amended or added to by the County at any time.

1. Responds to all incoming emergency requests for assistance in the Public Safety Answering Point (PSAP) and accurately enter all pertinent data into the CAD system.
2. Routinely dispatch fire, medical and law enforcement emergency responders to all requests for emergency assistance, using the CAD and radio communications systems as well as ARC View mapping, according to priority and availability of units.
3. During medical emergencies, must properly triage (medically evaluate) individuals using the Association of Public Safety Communications Officers (APCO) Emergency Medical Dispatch (EMD) Guidecards, to properly determine the level of medical response required. Administers cardiopulmonary resuscitation (CPR) and other medical emergency instructions to third party individuals as required.
4. While supporting law enforcement units, accurately requests and retrieves critical wants, warrants and vehicular information from state (ILETS) and federal (NCIC) computer information systems.
5. Demonstrates excellent customer service skills.
6. Maintains records and data for items, such as warrants, missing persons, stolen property, and emergency protection orders by confirming the information is correct, entering and modifying information in different databases and clearing information as applicable. Validates information on state and FBI level.

7. Provides assistance to residents and visitors by communicating and relaying messages, responding to requests for information, referring questions to the appropriate department or agency and interacting with citizens on a regular basis.
8. Establishes and maintains effective working relationships with subordinates, peers, supervisors and the general public.
9. All other duties as assigned.

JOB SPECIFICATIONS

1. Must keep all information confidential.
2. Must possess a High School Diploma or GED.
3. Must be able to type 35 WPM or better.
4. Operates computer terminal and associated peripherals, use Microsoft Windows XP Professional or higher, Microsoft Office 2000 or higher, databases specific to the County, Internet and Microsoft Outlook; uses multi-line telephone, facsimile machine, copy machine, printers, scanning devices, calculator and general office equipment.
5. Operates and maintains communications equipment, including radio consoles, computer terminals, telephone equipment for 9-1-1, CAD and TTY systems.
6. Maintains composure and takes responsible action during stressful situations.
7. Communicates clearly and concisely, both orally and in writing.
8. Accurately and precisely relays information; reads and comprehends simple instructions, safety rules, policies and procedures; reads and writes concise, short and simple correspondence. Effectively presents information in one-on-one and in small group situations; reads, writes and speaks English. Must be able to work with relay services and language interpretation services.
9. Ability to handle multiple tasks with extreme accuracy.
10. Must thrive as a team builder and as a team player.
11. Must possess or be able to obtain prior to completion of training period, APCO Public Safety Telecommunication –a(PST1)/Emergency Medical Dispatch (EMD) Certification, APCO Fire Communications Certification(FSC1), NCIC/ILETS Certification, Biannual cardiopulmonary resuscitation (CPR) certification, TDD Basic Certification and Emergency Alert System (EAS) Certification.
12. Receives, inputs, files, distributes, tracks, confirms and maintains warrants, civil protection orders, no contact orders, missing persons, and stolen articles or vehicles.
13. Ability to successfully complete the Bonner County 911 Training Program.
14. Ability to successfully complete one year probationary period (with a six month review) with a grade of Good or better.
15. Ability to master basic principles/techniques of radio communications.
16. Must be willing to work all shifts, days of the week and Holidays. Shifts are assigned by seniority in department.
17. Must possess or be able to obtain a valid Idaho state vehicle operator's license.

18. Must be able to hear the English language clearly in both ears (aided or unaided).
19. Must successfully pass the County's pre-employment drug testing and thorough Criminal History Investigation as set by the Idaho State Police Standards (IDAPA 11.11.01).
20. Knowledge of County geography and transportation system is helpful.
21. Ability to think creatively.
22. Exercises excellent judgment, self-confidence and has a desire to serve the community.
23. Possess or be able to obtain within two years of hire, Idaho State Certification as a Communications Specialist I or greater through the Idaho State Police Academy, Police Officer Training Standards (POST).

WORKING CONDITIONS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and use fingers and hands to keyboard or type and handle material. The employee is occasionally required to reach with hands and arms. The employee must occasionally lift and/or move up to 40 pounds. If lifting more, employees will request assistance or use devices and/or equipment used in assisting lifting. Work environment is sedentary with considerable computer and keyboard activity; extreme stress can develop at any time.

Possibility of electrical shock is to be considered when working with electronic radio equipment.

The noise level in the work environment is usually moderate.

IMPORTANT NOTICE

This is a list of critical admissions which may be cause for disqualification from employment with Bonner County 911. This list is not all inclusive and is intended only as a general guideline.

You cannot work for Bonner County 911 if:

1. You do not possess or cannot obtain a valid driver's license.
2. You have not graduated from high school or do not hold a GED.
3. You do not have at least two years of responsible work experience following high school graduation.
4. You are not a U.S. citizen.
5. You have been convicted of a D.U.I. within the past five years or have two or more D.U.I. convictions. A diversion or reduction to lesser charge or withheld judgment is the same as a conviction.
6. You have four or more moving violations in the three years preceding the application.
7. You have been convicted of any felony charges - traffic or criminal.
8. You have used or possessed any illegal drug in the past three years.
9. You have ever manufactured, sold, offered to sell, distributed, or transported for sale any illegal drugs/narcotics.
10. You have been convicted of any crime involving false swearing.
11. You have been convicted of a domestic violence related crime.
12. You do not meet minimum medical, hearing standards as required by POST.
13. You are not free of any physical, emotional, or mental conditions which might adversely affect performance of a 911 Telecommunication Specialist as determined by a background investigation.
14. You do not possess good moral character as determined by a background investigation.

Applicants are also cautioned that government clearances or success in other law enforcement agency selection processes are no guarantee of success in our process.

DRUG USAGE STANDARDS

The Bonner County 911 will use the following guidelines for rejection of applicants. Exceptions may be made on a case by case basis when appropriate.

ANY USE OF ILLEGAL DRUGS FALLING UNDER THE FOLLOWING CATEGORIES WILL RESULT IN AUTOMATIC REJECTION:

1. Any illegal drug use within the last three years.
2. Injection of amphetamines / methamphetamines at any time.
3. Use of opiates/narcotics (heroin, morphine, etc.) or abuse of prescribed opiates / narcotics at any time.
4. Use of cocaine over five times regardless of time frame; any injection or smoking of cocaine, regardless of its form.
5. Participating in the manufacture, selling, offering to sell, distribution or transporting for sale any illegal drugs/narcotics, regardless of the time frame.
6. Use of illegal drugs while employed by a law enforcement agency regardless of the time frame.
7. Use of non-prescribed oral or injectable steroids over five sequences/cycles within the last three years.

ANY USE OF THE FOLLOWING ILLEGAL DRUGS WITHIN THE PAST TEN YEARS WILL RESULT IN AUTOMATIC REJECTION:

1. Use of hallucinogenic drugs (mushrooms, LSD, PCP, etc.).
2. Use of marijuana / hashish over 15 times.

ANY USE OF THE FOLLOWING ILLEGAL DRUGS WITHIN THE PAST FIVE YEARS UNDER THE FOLLOWING CRITERIA WILL RESULT IN AUTOMATIC REJECTION:

1. Swallowing / sniffing / smoking illegal amphetamines or methamphetamines **one time**.
2. Use of crack cocaine **one time**.
3. Use of free-based cocaine / paste **one time**.

Please note: The listed admissions are not the exclusive basis for disqualification. The County reserves the right to disqualify any applicant who may or may not have any one or all of the foregoing admissions.