

GENERAL DESCRIPTION OF WORK

Positions assigned to this banded class perform technical communications work in support of public safety operations. Work involves receiving emergent and non-emergent calls, monitoring alarms, obtaining and relaying information, prioritizing calls/alarms and coordinating response procedures, dispatching appropriate public safety personnel, and maintaining public safety communications logs and databases. Employees are responsible for operating a host of complex telecommunications and computer equipment, including multi-line phone systems, multi-channel police consoles, Emergency notification equipment, records management databases and Division of Criminal Information terminals. Work requires knowledge of applicable Federal Communications Commission rules and regulations, an understanding of public safety operations, and skill in the operation of telecommunications technology. May require the ability to multi-task in high-stress situations. Maintains confidentiality and discretion in the course of conducting business; works individually and/or with others; and adapts to change and circumstances. May require shift, weekend, holiday and/or overtime work.

CONTRIBUTING

Functional Competency	Examples of Work	Competencies
Technical Knowledge	<ul style="list-style-type: none"> Learns to dispatch calls. Learns to operate required telecommunications and information technology. Learns general operations and procedures and applicable state and local public safety organizations. Learns relevant infrastructure of the jurisdiction. 	<ul style="list-style-type: none"> Applies basic knowledge of telecommunications, information technology, general operations and infrastructure. Understands basics of campus/area layout.
Data/Information/Records Administration	<ul style="list-style-type: none"> Types reports using standard formats. Enters and retrieves routine information. May serve as project team member, manages work of self and make recommendations on software, hardware and recommend resolutions for problems. 	<ul style="list-style-type: none"> Basic knowledge of office systems and data bases.
Communication (Oral/Written)	<ul style="list-style-type: none"> Answers phone and gathers information from caller. Responds using prescribed guidelines. Responds to non-emergent calls and requests for general information. Key and transmit written documents. Keys information accurately into RMS, DCI or applicable systems. 	<ul style="list-style-type: none"> Able to listen and understand information. Convey information in a clear format. Able to type quickly and accurately. Communicates using appropriate terminology.
Office/Telecommunications Technology	<ul style="list-style-type: none"> Uses phone systems, radios, consoles, alarm panels, database/information systems, computer aided dispatch system, and related telecommunication equipment. 	<ul style="list-style-type: none"> Basic knowledge of applicable technologies. Refers issues to higher level for troubleshooting.
Problem Solving/ Crisis Management	<ul style="list-style-type: none"> Recognizes messages that have established protocols and limited impact. Refers non-standard issues to higher level 	<ul style="list-style-type: none"> Able to discern incoming messages and make decisions based on information

JOURNEY

Functional Competency	Examples of Work	Competencies
Technical Knowledge	<ul style="list-style-type: none"> Dispatches calls. Applies FCC, telecommunication and information technology rules, procedures and protocols. Uses codes and appropriate language for communications. 	<ul style="list-style-type: none"> Displays organizational awareness and an understanding of the general operations and procedures of applicable federal, state and local public safety organizations. Applies thorough knowledge of telecommunications,

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		information technology, general operations and infrastructure. Thorough knowledge of campus/area layout.
Data/Information/Records Administration	<ul style="list-style-type: none"> Records, compiles and summarizes data. Monitors messages from and create entries for DCI terminals. Reviews entries of other telecommunicators. (Moved to Advanced) Assigns case or arrest numbers, compile incident reports or issue permits. May interpret or analyze data. Searches for and retrieves information from departmental files, DCI terminal or other sources. 	<ul style="list-style-type: none"> Able to apply established formats. Ensure quality control of logs and data systems. Correctly uses input codes. Knowledge and understanding of filing and records systems. The ability to compile data and create basic reports.
Communication (Oral/Written)	<ul style="list-style-type: none"> Answers emergent and non-emergent calls. Extracts relevant data. Interprets and analyzes messages from callers. Transfers emergent messages to emergency personnel (i.e. 911 dispatch center). Liaise with other university departments/ staff, supervisors, law enforcement and emergency response personnel, university officials, media and the general public. 	<ul style="list-style-type: none"> Expertly listens to callers. Applies independent judgment in responding to calls. Speaks clearly, calmly and distinctly. Effectively uses language and tone to calm distressed callers and to provide aid and assistance via phone until help arrives. Uses established communication techniques such as codes and telecommunications language.
Office/Telecommunications Technology	<ul style="list-style-type: none"> Uses advanced and specialized department telecommunications and information technology equipment, radios, consoles, alarm panels, database/information systems, and computer aided dispatch (CAD) system to respond to calls. Uses features of software programs, databases and information systems to collect data. 	<ul style="list-style-type: none"> Demonstrates expertise in using equipment. Subject matter expert and fully functional in all applicable technology. Understands and applies features of programs and databases.
Problem Solving/ Crisis Management	<ul style="list-style-type: none"> Identifies problems issues and determines possible solutions to resolve. Determines order of priorities. Recognizes critical incidents. Initiates appropriate protocols. Provide initial response and support and transfer emergent calls to 911 center. 	<ul style="list-style-type: none"> Accurately identifies problems, issues and possible solutions. Ability to provide immediate guidance and information in response to caller’s needs. Understands when to refer emergent calls to 911 center.

ADVANCED

Functional Competency	Examples of Work	Competencies
Technical Knowledge	<ul style="list-style-type: none"> As the Emergency Medical Dispatch, responds to caller and provides information until emergency personnel arrive. Understands how calls are routed via cell phone towers. Applies full knowledge of FCC rules and regulations. Ability to recognize unique situations. Thorough knowledge of departmental policies and procedures as related to answering, responding, and dispatching calls in a telecommunications environment. 	<ul style="list-style-type: none"> Ability to obtain additional certifications as required such as EMD, etc. Must understand and navigate various emergency situations. Understands the infrastructure of a 9-1-1 phone system and how land line and wireless calls are routed according to cell tower locations and various wireless carriers. Able to fully function in operating all the systems within the dispatch center which include fire alarm systems, burglar alarm systems, door alarm systems, phone system, DCI computer system, NCAWARE

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		<p>software, CAD system and also be able to train others on these systems.</p> <ul style="list-style-type: none"> • Displays organizational awareness and an understanding of the operations and procedures of applicable federal, state, and local public safety organizations (including law enforcement agencies, fire and rescue, security, and other response units).
Data/Information/Records Administration	<ul style="list-style-type: none"> • Interprets and analyzes data from department files, DCIN terminals and other sources to ensure accurate information is relayed to field units regarding previous criminal records or current wants/warrants on subjects in question. • Ensures quality control of logs and data system. 	<ul style="list-style-type: none"> • Able to apply established formats. • Knowledge and understanding of filing and records systems. • The ability to compile data and create basic reports.
Communication (Oral/Written)	<ul style="list-style-type: none"> • Is an expert in listening and extracting information and cues from callers. Gather information, assess emergency and determine resources required. • Dispatches and coordinates emergency personnel response based on incident. Serves as a liaison between emergency personnel, callers, and officials during critical incidents. • Trains other Telecommunicators in taking calls and gathering information. 	<ul style="list-style-type: none"> • Ability to relay information to multiple emergency responders simultaneously. • Ability to gather pertinent information and clearly convey information during emergency situations. • Ability to train other personnel on taking calls and gathering information.
Office/Telecommunications Technology	<ul style="list-style-type: none"> • Serves as trainer for other employees in use of equipment, software and processes. • May perform the responsibilities of a DCI TAC or Assistant TAC (Terminal Agency Coordinator). • May troubleshoot or perform routine maintenance on equipment. May train others on use of equipment. • 	<ul style="list-style-type: none"> • The ability to train others on the use of systems, software and processes. • Demonstrates expertise in using telecommunications and information technology. • The ability to coordinate with vendors and various departments to assure repairs and upgrades occur effectively.
Problem Solving/ Crisis Management	<ul style="list-style-type: none"> • Coordinate responses and initiates actions of emergency responders. Identifies potential threats and dispatches appropriate personnel. • Independently resolves unprecedented issues and problems without direct supervision that may require interpretation of policies and procedures. 	<ul style="list-style-type: none"> • Expert level ability to assess situations, identify problems and determine appropriate coordination to resolve situation. • Able to discern potential impacts that threaten the organization. • The ability to remain calm and respond with sound decisions while under pressure. • Ability to prioritize responses appropriately.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

High School diploma and sufficient experience to demonstrate ability to work under pressure. Additional Education and Experience will be necessary for progressive steps (Journey and Advanced). Requires certification as a Division of Criminal Information computer operator or the ability to achieve certification within 45 days of employment. May require Basic Telecommunicator Certification in accordance with the provisions of the North Carolina Criminal Justice Training and Standards Commission or the ability to achieve certification within one year of employment. All degrees must be received from appropriately accredited institutions

SPECIAL NOTE

This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions. Ability to create and maintain collegial working relationships with customers and co-workers, contribute to a positive and inclusive work environment, and serve as a productive team member is expected in all positions.