

# **KLAMATH 9-1-1 COMMUNICATIONS DISTRICT POSITION DESCRIPTION**

## **TELECOMMUNICATIONS SPECIALIST**

**Date Prepared:** May 13, 2005

**Date Updated:** July 1, 2009

**Position Title:** Telecommunications Specialist

**Supervisor:** Communications Supervisor

**Position Overview:** Under the supervision of the Communications Supervisor, the Telecommunications Specialist will provide emergency dispatch services which include operating the various communication systems located in the Communication Center, answering all incoming 9-1-1 telephone lines and other lines for dispatching for police, fire and ambulance, providing information for officers in the field, and relaying and recording information provided by patrol personnel. Provide pre-arrival instructions to callers and may relay further instructions at request of the responding units.

**Working Environment:** Work is performed at the Klamath 9-1-1 Communication Center.

### **Qualifications:**

1. Education - High school graduate or equivalent.
2. Experience – A minimum of one-year verifiable employment.
3. Equipment used - Multiple computers with keyboarding minimum of 35 wpm, communication equipment, fax machine, 9-1-1 telephone lines, paper shredder, emergency generator, and copy machine.
4. Ability to learn and implement the policies, practices and procedures of the District.
5. Ability to make independent decisions and solve problems pertaining to 911 dispatching.
6. Ability to effectively use oral and written communication in the performance of duties and responsibilities.
7. Either hold a valid Basic Certificate in Telecommunications and EMD in the State of Oregon, or be able to obtain certification within one year with adequate provided training.

### **Essential Job Functions:**

#### **Physical:**

1. Must be able to pass a medical examination within the acceptable limits established for Telecommunicators in conjunction with DPSST F-2T standards.

#### **Mental:**

1. Must possess ability to remain calm in stressful environment of crisis & emergency events

**Job Duty Outline:**

- I. Provide emergency dispatch.
  - A. Answer and process calls on 9-1-1 lines, business lines and alarms.
  - B. Maintain radio contact and provide dispatching for assigned departments and agencies.
- II. Process and maintain records and files.
  - A. Process reports, documents and data entry as required.
    - 1. Notify appropriate officials, agencies and departments.
    - 2. Enter information in the Law Enforcement Data System.
  - B. Perform attempts to locate.
- III. District Organization
  - A. Communicate with other District employees to effectively and efficiently coordinate work programs.
  - B. Communicate with employees from other departments and agencies in order to coordinate and implement the work program.
  - C. Communicate with members of the general public in order to coordinate work programs and provide appropriate information about county activities.

Other duties as assigned.