

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

## **TELECOMMUNICATIONS SPECIALIST TRAINEE**

**Position Title:** Telecommunications Specialist Trainee (TCST)

**Supervisor:** Operations Manager, Communications Supervisor, & Training Officer

**Position Overview:** Under the supervision of the Operations Manager, Communications Supervisor, & Training Officer, the TCST will learn to provide emergency dispatch services. This will include operating the various communication systems located in the communication center. TCST will learn to answering all incoming emergency and non-emergency 9-1-1 telephone lines and inputting each call for service, providing detailed pre-arrival instructions to callers when necessary. The TCST will learn to dispatch for police, fire and medical units, as well as other public safety and emergency responders. TCST will actively be researching and providing information for officers in the field, as well as relaying and recording information provided by patrol personnel. The TCST will learn most geographical features of Klamath County, which are necessary to effectively perform the duties of the position. The TCST will learn all aspects of the job during a 16 week intensive internal training environment, with an additional three and a half week training program in Salem, OR.

**Working Environment:** Shift work is performed at the Klamath 9-1-1 Communications Center, some travel is required for the training academy in Salem, OR.

### **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 30 wpm, communication equipment, fax machine, 9-1-1 telephone lines, paper shredder, and copy machine.
4. Ability to learn and implement the policies, practices and procedures of the District.
5. Ability to learn to make independent decisions and solve problems pertaining to 911 center and duties.
6. Ability to learn and effectively use oral and written communication in the performance of duties and responsibilities.
7. Either hold or be able to obtain a valid basic certificate in Telecommunications and EMD from the State of Oregon.

### **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.
2. Ability to extend shift with little advanced notice.
3. Ability to work any time of day, day of the week, and all months of the year on an established shift. **\*Please note:** you will not be able to choose your shift during training. Your shift will be assigned to ensure purposeful rotation with no double back. (Example: day shift is 6a-2p, swing shift is 2p-10p, graveyard shift is 10p-6a, or any other scheduled shift.)

**Mental:**

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

**Job Duty Outline:**

- I. Learn to provide emergency dispatch.
  - A. Answer and process calls on business, administrative or 9-1-1 lines.
  - B. Maintain radio contact and provide dispatching for assigned departments and agencies.
  - C. Learn to perform all duties of a TCS – call taker, fire/ medical/ law enforcement dispatcher.
  - D. Learn to provide EMD instruction.
  - E. Learn how to maintain control and order of units assigned to calls in an effort to know unit status for safety.
  - F. Become proficient as you learn to multi task all assigned responder unit needs.
- II. Learn to process and maintain records and files.
  - A. Become proficient at processing reports, documents and data entry is required.
    1. Notify appropriate officials, agencies and departments.
    2. Entering information into the Law Enforcement Data System.
    3. Input and Broadcast attempt to locate information.
    4. Knowledge of LEADS/NCIC and understand how to quickly view for necessary information.
  - B. Become proficient at using mapping data.
    1. Learn to determine caller location from cell phone or landline.
    2. Learn to use latitude /longitude as necessary to create an incident location.

Other duties as assigned.