

Morgan County 911

Job Description

Job Title	911 Public Safety Telecommunicator
FLSA Designation	Non-exempt
Pay Grade	\$40,270 - \$64,821
Effective Date	September 1st, 2024

General Statement of Duties

Serves as a 911 Public Safety Telecommunicator for the Morgan County Emergency Management Communication District (MCEMCD); performs related work as required.

Distinguishing Features of the Class

Under immediate supervision, answers and processes incoming emergency requests, enters information in the prescribed format into the Computer Aided Dispatch (CAD) system; dispatches police, fire and ambulance resources. This is an entry level position. Reports to the Dispatch Supervisor.

Examples of Essential Work (Illustrative only)

- Receives structured classroom and on-the-job training to increase the level of competence to that of a journey-level 911 Public Safety Telecommunicator.
- Answers the telephone and receives emergency and non-emergency requests for assistance; evaluates the information and creates a CAD system event or transfers the call to the proper emergency service provider, or provides information to the caller.
- Operates a CAD system, video display terminals, a telephone system and other associated equipment.
- Dispatches police, fire and ambulance personnel utilizing the CAD system, and radio equipment for both routine and emergency calls.
- Maintains a familiarity with primary roads, streets, areas, major buildings, and industrial and public facilities within MCEMCD boundaries.
- Determines and reports the need for equipment repairs.
- May assist in the training of employees.
- Subject to being on call.
- Subject to having to return to work on short notice.
- Other duties as assigned.

Required Knowledge, Skills and Abilities

- Ability to read, write, spell and speak in clear and concise English.
- Ability to learn correct telephone answering techniques, policies and procedures.
- Ability to learn correct public safety dispatching techniques, policies and procedures for law enforcement, fire and EMS.
- Ability to follow oral and written instructions.
- Ability to deal tactfully with the public and other employees.
- Ability to work in a confined area and wear a radio/telephone headset.
- Ability to remain calm during emergencies and to obtain relevant information from callers who are in stressful situations.
- Ability to learn to accurately enter information in the CAD system while receiving information by telephone and radio.
- Ability to learn and interpret computer and paper maps.
- Ability to learn radio codes and the phonetic alphabet.
- Ability to type at not less than 35 words per minute in clear text.
- Ability to learn primary roads, streets, areas, major buildings, and industrial and public facilities within the MCEMCD boundaries.

Required Special Qualifications

- Must have a high school diploma or GED, and one year experience working in public contact employment.
- Ability to pass a full police background investigation and drug screening test.
- Ability to obtain ACJIC Terminal Operator certification.
- Ability to obtain Public Safety Telecommunicator 1 certification.
- Ability to obtain Emergency Medical Dispatcher certification.
- Ability to obtain CPR certification for infants, children, and adults.
- Possess a valid driver's license authorizing the operation of a motor vehicle within the state of Alabama.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodations, which permits the employee to communicate effectively in emergency situations;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to operate and monitor a computerized communications system;

- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a keyboard, several phone lines and other communications equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to operate in the communications center environment.

“This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.”