



TUSCALOOSA COUNTY EMERGENCY COMMUNICATIONS DISTRICT

7400 Richard M. Pierce Parkway • Northport, Alabama 35473 • (205) 710-6775

Communications / Addressing / Mapping

Rod Coleman, Director

911 Telecommunicator

Fiscal Year 2020 - 2021

Salary Range:

\$38,989.86 - \$49,738.00 annually

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8
\$1,499.61	\$1,649.57	\$1,690.81	\$1,733.08	\$1,776.41	\$1,820.82	\$1,866.34	\$1,913.00

POSITION SUMMARY:

Receives incoming emergency/non-emergency 911 calls. Establishes control of emergency 911 calls and calmly and professionally interrogates caller to obtain all necessary information to efficiently and clearly relay the information for dispatching or transfer of the call appropriately. Responsible for relaying the information to the correct agencies to receive information for each call. Also to perform administrative tasks as required and/or assigned.

DUTIES:

Calmly and professionally interrogates callers to obtain all necessary information. Processes the call verifying (at least) address and phone number; assures transfer to the appropriate responder agency, without delay. Assures that all transfers are successfully connected.

Answers all emergency and non-emergency 911 calls promptly, in an efficient manner according to established center 911 protocols.

Process all 911 calls according to training protocols, while remaining non-judgmental.

Be able to sit or stand for long periods of time (at least 8 hours per day)

Be able to type accurately to assure proper/accurate caller information into CAD system.

Must be able to communicate with and understand callers verbally and by audio hearing.

Properly operates all functions of the multi-line telephone system, C.A.D. system, mapping system and all other functions relevant to work responsibilities.

Properly handles actual TDD and TDD test calls.

Performs daily checks of all operating systems at their disposal, and immediately reports any and all deficiencies noted to a center supervisor.

Immediately report (in-person or electronically) all equipment problems.

Notify on-call technical support for problems that cannot be easily solved.

Assist in 911 Call Taker (911CT) training, once properly established as a certified "Communications Training Officer"

Keep center supervisor(s) advised of any and all operational or personnel issues.

Attends training courses offered by the department or required by law in order to maintain applicable certifications, to remain abreast of departmental operations, and to promote improved job performance.

Incorporates continuous quality improvement principles in daily activities.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Substitutes for co-workers in temporary absence of same; requests additional personnel as needed to maintain adequate manpower during shift.

May be required to work on various shifts, overtime, weekends, and/or holidays.

Must meet regular attendance requirements.

Other duties as assigned.

SKILLS REQUIRED/ ESSENTIAL FUNCTIONS:

Must be able to type at least 35 WPM, with accuracy.

Must be able to pass a battery of validated tests conducive to employment in a safety sensitive environment.

Must have good visual perception, color recognition, diction.

Must be able to remain calm and react quickly and accurately, while handling emergencies.

Must be able to handle multiple tasks simultaneously.

Must possess good communication and interpersonal skills with co-workers, supervisors, the general public, etc.

Must possess good listening skills.

Must be able to sit or stand for extended periods (8 hours on average).

Must be able to communicate with and understand callers verbally and by audio hearing.

QUALIFICATIONS:

High school diploma or GED required.

Experience in public safety communications is desirable, but not required.

Must be at least 18 years of age.

Must possess a valid Driver's License.

This job classification is considered to be safety-sensitive and is subject to pre-employment physical, pre-employment drug screening, pre-employment background check, audio test, vision test, typing test and random drug screens during employment.