



## **JOB DESCRIPTION:**

Telecommunicators provide communication and support to the general public in addition to police, fire and medical agencies. Under the direction of a Team Supervisor, Telecommunicators must develop a rapid and accurate sense of call interpretation and decision making during stressful situations in order to process multiple calls. Telecommunicators provide exceptional customer service to the general public under stressful circumstances. In addition to taking calls, Telecommunicators are cross-trained as police and fire dispatchers. While dispatching, Telecommunicators provide calm and efficient service to the agencies. Telecommunicators provide clear direction, responsive feedback and proactively find information pertinent to in progress calls.

## **ESSENTIAL JOB FUNCTIONS:**

- Answer and prioritize emergency and non-emergency calls for service while simultaneously entering information into a computer system for dispatching purpose
- Operates a multi-line telephone console system and TTY system for the deaf and hearing impaired
- Ask questions to interpret, analyze and anticipate the caller's situation as to resolve problems, provide information, dispatch emergency services, or refer callers to other agencies
- Dispatch police, fire and medical units as appropriate via radio transmissions
- Field requests from police, fire and medical units and multiple agencies
- Serve as a liaison between many different agencies, departments and the public to provide exceptional customer service
- Enters and modifies information into local, state and national computer databases
- Identify appropriate number and type of equipment or apparatus to dispatch
- Provides assistance to police and fire personnel by contacting other services as needed
- Assists co-workers when necessary
- Calms, negotiates and offers life-saving instructions to callers
- Attends mandatory trainings

## **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- The ability to work under stressful situations
- The ability to use judgment and decision-making skills to evaluate situations, establish priorities and resolve matters
- The ability to use logic and reasoning to effectively resolve issues
- The ability to deal effectively with people in a multi-cultural society under extremely stressful situations
- The ability to maintain confidentiality regarding sensitive information
- Excellent listening skills with the ability to multi-task
- The ability to remember numerous details and quickly re-call essential information
- Understanding of HIPAA laws.
- A good understanding of privacy and confidentiality
- The ability to type 40 words per minute while conversing with callers
- The ability to speak and write in English clearly and coherently
- Availability to work shift-work encompassing a 24 hour day, seven-day week; inclusive of days, evenings, nights weekends and holidays
- Must be free from physical impairments that with or without accommodation would interrupt continuous performance of a shift lasting from eight to twelve hours
- Successful completion of a background investigation including submission of fingerprints
- Upon hiring, the candidate must successfully complete a comprehensive paid training program. This will include classroom training and in-depth on-the-job training

## **WORK ENVIRONMENT:**

The Telecommunicator position is performed in the communications room. This position can be extremely stressful at times. There may be incidents when a telecommunicator will have to handle difficult callers, who are verbally abusive, incoherent, excited, intoxicated, or hysterical and use obscene language. Telecommunicators are required to remain professional and continue to assist these callers to the best of their ability.

The communications room highly emphasizes team work. It is a team environment where employees rely on each other to ensure we are providing the best customer service to the public and all agencies we service. Team work plays a major role in our efficiency, problem solving, communication, and support structure.

The Telecommunicator position requires an understanding of confidentiality. On a daily basis a telecommunicator is exposed to highly confidential, personal and medical information and must not disclose this information to outside sources. NORCOM is committed to maintaining the trust of the public by complying with HIPAA laws and keeping sensitive information confidential.

This is a 24 hour 7 day a week facility. We do not close and are fully staffed on all holidays. Telecommunicators are required to be available to work all shifts which include weekends and holidays. Shifts range from eight to twelve hours. Due to the nature of public safety work, telecommunicators may be required to work mandatory overtime and come in on their days off.

**PHYSICAL AND MENTAL DEMANDS:**

- Light lifting, carrying and pushing objects weighing up to 15 pounds
- Dexterity of hands and fingers to operate standard office equipment, including a computer key board
- The ability to sit or stand for extended periods of time
- The ability to look at a computer screen for long periods of time
- Must demonstrate continuous level of mental and emotional stability

**REQUIRED EDUCATION AND EXPERIENCE:**

- High school diploma or equivalent. One year experience in the public safety field or successful completion of a vocational dispatch course is beneficial.

**LICENSE, CERTIFICATIONS AND OTHER REQUIREMENTS:**

- If utilizing a personal vehicle in the performance of duties, must possess a valid Washington State Driver's License and the appropriate amount of automobile insurance.
- Candidate may be required to respond to the needs of the Communication Center regardless of external weather or other emergency factors and outside of regular work hours

NORCOM is an Equal Opportunity Employer and encourages applications from all persons without regard to race, creed, color, national origin, religion, gender, age, marital status, disability, sexual orientation, veteran status, or genetic information. NORCOM provides reasonable accommodation to its employees and the public with disabilities, including disabled veterans. For more information, please contact NORCOM Human Resources

**NOTE: A criminal background check will be conducted on all successful candidates prior to being appointed to the position.**