



Job Posting

Date: 01/12/2021

From: Human Resources Department

Position: Telecommunicator I

Salary: \$27,980.36/ \$13.45 hr. with a 5 % salary increase following a successful 6-month probation period

Hours: 12 hour rotating shift

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to receive in-coming emergency and non-emergency calls; to dispatch calls for law enforcement, fire, utility and other personnel and services in an accurate, timely and professional manner; to maintain accurate and complete dispatch records, and to perform related work as required. The class works according to set procedures under occasional supervision.

ESSENTIAL TASKS

The tasks listed below are those that represent the majority of the time spent working in this class. Management may assign additional tasks related to the type of work of the class as necessary.

Performs computer-aided dispatching work, including receiving and dispatching emergency and non-emergency calls for law enforcement, fire, utility and other response personnel.

Handles calls in a professional and timely manner and in compliance with all pertinent local, state and federal regulations.

Monitors and responds to radio communications; tracks the location of field units; provides information, assistance and directions to officers in the field; dispatches back-up assistance as needed to help ensure the safety of officers.

Transmits and receives information regarding criminal activity on the NCIC computer, including but not limited to criminal histories, vehicle identification, NCIC hot files, missing persons, license plate records, driver histories, pawn shop transactions, etc.

Initiates calls to persons at the request of officers; calls wrecker companies as directed.

Prepares tape recordings of dispatch communications; documents all emergency communications and maintains related records, forms, logs, etc., with completeness and accuracy.

Provides routine assistance and information to callers, such as taking messages, providing directions, routing calls, etc.

Monitors security alarms; notifies appropriate personnel when alarms are activated.

Receives and responds to public inquiries, requests for assistance and complaints; greets and assists department visitors.

Prepares and submits various reports as required.

Attends training sessions, workshops, meetings, etc., to maintain or enhance job knowledge and skills.

Performs general clerical work as required, including preparing lists, logs and reports, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, greeting and assisting office visitors, etc.

DATA INVOLVEMENT:

Requires gathering, organizing, analyzing, examining or evaluating data or information and may prescribe action based on such data or information.

PEOPLE INVOLVEMENT:

Requires giving information, guidance or assistance to people to directly facilitate task accomplishment; may give directions or assignments to helpers or assistants.

INVOLVEMENT WITH THINGS:

Requires leading, operating or repairing complex machinery or equipment that requires extended training and experience, such as electronic telecommunications equipment, or the application of custom, complex software or systems; may involve installation and testing. Involves operations of limited scope.

REASONING REQUIREMENTS:

Requires performing skilled work involving rules/systems with almost constant problem-solving.

MATHEMATICAL REQUIREMENTS:

Requires using addition and subtraction, multiplication and division, and/or calculating ratios, rates and percentages.

LANGUAGE REQUIREMENTS:

Requires reading technical instructions, procedures, manuals and charts to solve practical problems; composing routine reports and specialized reports, forms and business letters with proper format; speaking compound sentences using normal grammar and word form.

MENTAL REQUIREMENTS:

Requires doing clerical, manual or technical tasks requiring a wide range of procedures and requiring intensive understanding of a restricted field or complete familiarity with the functions of a unit or small division of an operating agency; requires normal attention with short periods of concentration

for accurate results or occasional exposure to unusual pressure.

VOCATIONAL/EDUCATIONAL PREPARATION:

Requires high school diploma or GED equivalent.

SPECIAL CERTIFICATIONS AND LICENSES:

Must possess or be able to obtain North Carolina DCI certification.

EXPERIENCE REQUIREMENTS:

Requires over three months and up to and including six months of experience in communications, dispatching or reception work.

PHYSICAL AND DEXTERITY REQUIREMENTS:

Requires sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a recurring basis or routine keyboard operations. Must be able to perform basic life functions of climbing, stooping, kneeling, reaching, standing, walking, fingering, grasping.

ENVIRONMENTAL HAZARDS:

The job risks exposure to no known environmental hazards.

SENSORY REQUIREMENTS:

The job requires normal visual acuity and field of vision, hearing and speaking abilities, color perception.

JUDGMENTS AND DECISIONS:

Responsible for guiding others, requiring frequent decisions affecting co-workers, emergency response personnel, callers and others who depend on the service or product; works in a somewhat fluid environment with rules and procedures but with many variations from the routine.

ADA COMPLIANCE

The Town of Waynesville is an Equal Opportunity Employer. ADA requires the Town to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

Interested applicants may submit an application to:

**Town of Waynesville,
Brittany Angel, HR Specialist
Human Resources Department
16 S. Main Street
Waynesville, NC 28786**

Or via email to bangel@waynesvillenc.gov

Applications will be accepted until January 26,202