



**Date:** 08/18/2023

**From:** Human Resources Department

**Position:** Telecommunicator I

**Salary:** \$37,125.00 annually w/benefits

**Hours:** 12 hour rotating shift

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## **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.

**REASONING REQUIREMENTS:**

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

**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.

**SENSORY REQUIREMENTS:**

The job requires normal visual acuity and field of vision, hearing and speaking abilities, 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 Coordinator**

**Human Resources Department**

**16 S. Main Street**

**Waynesville, NC 28786**

**Or via email to [bangel@waynesvillenc.gov](mailto:bangel@waynesvillenc.gov)**

**Applications will be accepted until filled**