| | Position Number: |
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| **Position Title;**<br>TELECOMMUNICATOR I - Trainee | **Reports To:**<br>Supervisor |
| **Department:**<br>Sierra County Regional Dispatch Authority | **Pay Scale:**<br>Hourly plus SCRDA employee benefits |

**Position Summary:**
Receives incoming calls, and dispatches appropriate personnel and equipment to scene of emergency or non-emergency; questions caller to determine nature of the problem and determines availability of resources.

**MINIMUM REQUIREMENTS:**

**EDUCATION:**
High School diploma or equivalent.

**EXPERIENCE:**
Experience in communications operations as a Telecommunicator. Experience in use of computer terminal and/or multi-line telephone systems.

**LICENSE AND CERTIFICATIONS:**
NMLEA Police Radio Dispatch Certification, NMCIC and NCIC Certification, Emergency Medical Dispatch (EMD) Certification, American Red Cross CPR, First Aid and AED Certification, FEMA 100, 200 / NIMS 700, 800. Must maintain a "Valid NM Class D, Drivers License" or equivalent issued by another state.

**SKILLS:**
Must per able to multi-task and work under pressure as a professional.

**SPECIAL REQUIREMENTS**: Must pass a hearing and drug test when requested. Must be certified as a DPS Telecommunicator, Emergency Medical Dispatcher, CPR, First Aid and AED, and NCIC, FEMA 100, 200 / NIMS 700, 800 within one (1) year.

**ESSENTIAL JOB FUNCTIONS:**

1. Operate radio broadcasting and receiving equipment, computer and teletype equipment, and operate a multiple telephone console. Must speak clearly, work under stress and make decisions.
2. Operates communications equipment to receive incoming calls for assistance, and dispatches personnel and equipment to scene of emergency.
3. Operates telephone console, questions caller to determine the nature of the problem in addition to type and number of personnel and equipment needed in accordance with proscribed procedures.
4. Scans CAD computer screens to determine and be aware of available resources.
5. Monitors alarm systems, operates a two-way radio to dispatch emergency personnel and equipment.
6. Relays information.
7. Types commands on computer keyboard to update files and computer use with CAD to maintain logs.
8. Tests communications paging systems to ensure serviceability.
9. May provide pre-arrival instructions to caller, and generally acts as a central point for information.
10. Works day or night shifts, holidays, weekends to include Sundays and at times rotating shifts.
11. May be exposed to belligerent or irate callers.
12. Works mandated overtime.
13. Does not act or have supervisor duties.
14. Other duties as assigned by the Supervisor or Administration.

## KNOWLEDGE, SKILLS AND ABILITIES:

Basic computer and record keeping skills. Adult level training and professional reading and writing abilities. Strong interpersonal skills and the ability to work independently with minimal supervision. Ability to operate radio broadcasting and receiving equipment, computer and teletype equipment, and to be able to operate a multiple telephone console. Must speak clearly, work under stress and make decisions. Bilingual (English/Spanish) is preferred. Ability to work with co-workers and the public in a respectful, courteous and professional manner.

## ENVIRONMENT FACTORS:

Works in an office environment indoors and at times in a mobile command trailer. Light physical work with frequent use of a computer. Position involves competing demands such as strict deadlines, multiple tasks, exposure to confidential crime information and required overtime. At times can work in a mobile communications trailer with outdoors environmental factors.

## PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

1.  Must be able to sit for up to four hours at one time, up to twelve hours total per day.
2.  Must be able to stand/walk for short distances up to at least two hours per day.
3.  Must be able to crouch, kneel, bend at the waist, twist/rotate at the waist on a minimum basis as needed.
4.  Must be able to reach arms away from the body or overhead to access dispatching equipment or manuals necessary to perform essential duties.
5.  Must be able to work with arms bent for up to four hours at one time and up to eight hours per day.
6.  Must be able to lift and carry for short distances paperwork or manuals weighing up to 70 pounds.
7.  Must be able to use hands and fingers to grasp/manipulate equipment necessary to perform essential duties such as writing utensils, telephone, paperwork and manuals.
8.  Must be able to use five-digit dexterity and implement eye-hand coordination to operate communications equipment as well as instrument keyboards in dispatch room.
9.  Must have strong hearing and sight abilities, including close vision and the ability to adjust focus, in order to perform all essential duties.

## WORKING CONDITIONS

1.  Office environment, primarily indoors, high-stress, occasionally requires lifting material weighing up to 70 pounds.
2.  All essential duties are performed indoors in a temperature-controlled environment. Some duties will be performed outdoors in a communications trailer with outdoor environmental factors.
3.  Duties are generally performed on an even and dry surface, which may be carpeted or tile.
4.  Worker is exposed to intermittent noise factors.
5.  Work hazards or potential work hazards involve high pace and stress in performing job duties.
6.  Shift work will be required as well as working; weekdays, weekends to include Sundays, nights, evenings, days and holidays, as well as rotating shifts.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature