

E-911 TELECOMMUNICATOR**Nature of Work**

Under general supervision, performs full-performance level work in operating radio, teletype terminal and other communication equipment necessary for the efficiency and safety of the uniformed personnel of the West Virginia State Police, other law enforcement agencies, fire department personnel, emergency medical services personnel and the general public in the dispatch area of a 911 Communications Center. Receives, responds, transmits, answers, and/or verifies messages and/or inquiries received via communications equipment. Work is performed under the supervision of a E-911 Telecommunicator Supervisor and in accordance with established rules and procedures and requires strict confidentiality. Must be able to work various shifts including weekends, holidays, evenings, and midnights, as necessary. Must be able to work overtime when a situation necessitates same. Performs related work as required.

Examples of Work

Receives calls for service for all law enforcement agencies within county and dispatches appropriate agency(s).

Receives calls for service for all emergency medical service provider and all fire departments within county and dispatches appropriate agency(s).

Provides emergency medical assistance via telephone to callers in medical emergencies as dictated by emergency medical services dispatching protocol.

Utilizes computer aid dispatching hardware/software, when available, to maintain appropriate dispatching records.

Serves as a county central answering point call taker and relay of information for all county and city non-emergency agencies.

Operates all applicable radio equipment/teletype/telephone equipment, dispatches/receives radio/teletype/telephone communications.

Responds to inquiries on criminal history, drivers' history, and vehicle/gun registrations.

Reviews messages for compliance with state regulations and checks for accuracy.

Types daily radio logs, teletypes, master file cards, wanted and missing person cards, monthly activity sheets, incident log, wrecker log and related documents.

Enters and cancels wanted persons, missing persons, property, vehicles and all other NCIC files via the NCIC/WEAPON network.

E-911 TELECOMMUNICATOR (CONT'D)**Examples of Work (cont'd)**

Assists the public by responding to requests for information and emergency assistance. Assists walk-in public when necessary.

Performs troubleshooting procedures when communications equipment malfunctions.

May be required to conduct roll calls for the National Warning System (NAWAS) with various in-state locations, issue statements, and answer to roll calls from the National Warning Point.

May monitor National Weather Service terminal and issue weather statements as needed.

May be required to answer dispatch phone calls routed to the Communications Center.

Knowledge, Skills, and Abilities

Knowledge of Federal Communications Commission's Rules and Regulations.

Knowledge of the geography of the dispatch area and knowledge of which agency is responsible for providing service to the particular area for calls for service.

Knowledge of NCIC operating and code manuals.

Knowledge of West Virginia State Police polices and procedures relating to use of NCIC and NLETS.

Knowledge of modern office practices and procedures.

Knowledge of arithmetic and English grammar and common usage.

Ability to operate E-911 equipment and obtain appropriate data from same.

Ability to concentrate and coordinate skills in order to successfully complete numerous tasks simultaneously.

Ability to retain and summarize information and to relay sometimes critical information clearly, promptly and accurately.

Ability to type accurately at a rate of 25 w.p.m.

Ability to work quickly and accurately under pressure.

Ability to operate a teletype.

Ability to send administrative messages, if applicable.

Ability to train or assist in the training of new police telecommunicators.

E-911 TELECOMMUNICATOR (CONT'D)**Minimum Qualifications**

Training: Graduation from a standard four-year high school or the equivalent.

Experience: One year of full-time or equivalent part-time paid experience in public contact work.

Special Requirements: (1) Successful completion of the telecommunicator employment test that is administered by the State Policy Personnel Section; (2) Must successfully complete the required 40-hour WEAPON Class at the State Police Academy. (3) Must maintain a current certification as WEAPON terminal operator (re-certification every two years); (4) Must successfully complete the nationally recognized 40-hour training course that is required by WV Code 24-6-5 within one (1) year from the date of employment to remain employed; (5) Must successfully complete emergency medical dispatch certification program.

Established: 4/20/2000

Revised: 1/30/08

Effective: 1/30/08