

I. DESCRIPTION OF WORK

Positions in this banded class perform technical communications work in support of public safety operations. Work involves receiving emergent and non-emergent calls, monitoring alarms, obtaining and relaying information, prioritizing calls/alarms and coordinating response procedures, dispatching appropriate public safety personnel, and maintaining public safety communications logs and databases. Positions are responsible for operating a host of complex telecommunications and computer equipment, including multi-line phone systems, multi-channel police consoles, two-way radios, scanners, and Division of Criminal Information terminals. Work requires knowledge of applicable Federal Communications Commission rules and regulations, an understanding of public safety operations, and skill in the operation of telecommunications technology. These positions require the ability to multi-task and to remain calm and composed in high-stress situations. Positions maintain confidentiality and discretion in the course of conducting business; works individually and/or with others; and adapts to change and circumstances. Positions may require shift, weekend, holiday and/or overtime work.

II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
<p>Positions at this level perform entry-level technical and clerical work. Positions work under close supervision, learning the rules, regulations, and procedures applicable to area of work. Positions require developing skills in communicating calmly and efficiently with callers.</p>	<p>Positions at this level perform technical and clerical work. Positions work independently while reporting to supervisor on a regular basis, demonstrating full knowledge of rules, regulations, and procedures applicable to area of work. Positions demonstrate skill in communicating with callers and sound judgment in making dispatch decisions. Positions at this level may serve as the lead telecommunicator.</p>	<p>Positions at this level perform technical communications work in an environment characterized by a higher frequency of critical, high-stress calls; they have a broader range of dispatch authority (e.g., law enforcement, ambulance, and fire), a larger jurisdiction, and/or a high call volume that results in the need to <u>frequently</u> make difficult prioritizing decisions. Positions at this level may serve as the lead telecommunicator and/or supervise others.</p>

III. COMPETENCIES

Competency	Definition
Knowledge - Technical	Knowledge of applicable rules, regulations, policies, and procedures; knowledge of equipment operations; knowledge of the organization, the jurisdiction, and basic public safety operations. This knowledge is usually acquired on the job or through progression in the same or similar career path. Ability to keep abreast of and adapts to changes in the telecommunications field.
Communication - Oral	Ability to listen and understand messages from others; ability to clearly convey information to others to ensure they understand the message. Ability to speak concisely and distinctly and to efficiently receive and transmit messages while working under pressure.
Office/Telecommunications Technology	Ability to utilize equipment and relevant technology (software and systems) to meet organizational needs.
Data/Information/Records Administration	Ability to compile, assimilate and organize both printed and electronic information. Ability to enter, locate/retrieve, manipulate and/or analyze data.
Decision Making	Ability to make quick, sound decisions while working under pressure.
Human Resource Management (if applicable)	Knowledge of appropriate policies and procedures for recruiting, selecting, developing, counseling, disciplining, and evaluating performance of employees to retain a diverse workforce. Ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work. Ability to provide feedback. Ability to provide technical supervision of staff. Ability to develop plans for employees to gain necessary knowledge, skills, and abilities. Ability to plan for and support employees in career development opportunities.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

IV. COMPETENCY STATEMENTS BY LEVEL

Knowledge – Technical

Knowledge of applicable rules, regulations, policies, and procedures; knowledge of equipment operations; knowledge of the organization, the jurisdiction, and basic public safety operations. This knowledge is usually acquired on the job or through progression in the same or similar career path. Ability to keep abreast of and adapts to changes in the telecommunications field.

Contributing	Journey	Advanced
<p>Ability to learn Federal Communications Commission (FCC) rules and regulations pertaining to radio transmissions. Ability to learn departmental policies and procedures related to the answering, response, and dispatch of calls; ability to work under close supervision.</p> <p>Ability to learn to operate required telecommunications and information technology.</p> <p>Ability to learn the general operations and procedures of applicable state and local public safety organizations (including law enforcement agencies, fire and rescue, security, and other response units). Ability to learn the relevant infrastructure of the jurisdiction (e.g., roads, buildings, location of emergency response units).</p> <p>Ability to obtain Basic Telecommunicator certification and DCI certification. Ability to adapt to changes in telecommunications procedures and systems adopted by the department.</p>	<p>Ability to understand and follow FCC rules and regulations applicable to work. Ability to apply considerable knowledge of departmental policies and procedures related to the answering, response, and dispatch of calls; ability to work independently while reporting to supervisor on a regular basis.</p> <p>Proficiency in using telecommunications and information technology.</p> <p>Ability to display organizational awareness and an understanding of the general operations and procedures of applicable state and local public safety organizations (including law enforcement agencies, fire and rescue, security, and other response units). Ability to display sufficient knowledge of the infrastructure to dispatch and direct efficiently within the jurisdiction.</p> <p>Ability to complete required in-service training and maintain certifications. May require ability to obtain Intermediate Telecommunicator certification. Ability to keep abreast of developments in telecommunications practices.</p>	<p>Ability to apply knowledge of FCC rules and regulations in unique situations. Ability to apply considerable knowledge of departmental policies and procedures related to the answering, response, and dispatch of calls in a complex telecommunications environment.*</p> <p>Expertise in using telecommunications and information technology. May require ability to troubleshoot or perform routine maintenance on equipment. May require ability to train others on use of equipment.</p> <p>Ability to display organizational awareness and an understanding of the operations and procedures of applicable federal, state, and local public safety organizations (including law enforcement agencies, fire and rescue, security, and other response units). Ability to display considerable knowledge of the infrastructure to dispatch and direct efficiently within a large jurisdiction.</p> <p>Ability to seek resources needed to keep self and others current with emerging telecommunications practices. May require ability to obtain Advanced Telecommunicator or Emergency Medical Dispatch certification. May require ability to take a lead role in the implementation of new or revised practices or participate in the development of new/revised procedures.</p>

*A complex telecommunications environment is characterized by a higher frequency of critical, high-stress calls; a broader range of dispatch authority (e.g., law enforcement, ambulance, fire, and wrecker); a larger jurisdiction; and/or a high call volume that results in the need to frequently make difficult prioritizing decisions.

Communication - Oral

Ability to listen and understand messages from others; ability to clearly convey information to others to ensure they understand the message. Ability to speak concisely and distinctly and to efficiently receive and transmit messages while working under pressure.

Contributing	Journey	Advanced
<p>Ability to listen to and understand messages from callers. Ability to gather information.</p> <p>Ability to provide routine responses to callers according to prescribed guidelines. Ability to independently respond to non-emergent calls and requests for general information. Ability to speak calmly and concisely.</p> <p>Ability to learn to transmit radio messages using established protocols and procedures.</p> <p>Ability to acquire basic understanding of working relationships with co-workers, supervisors, law enforcement and emergency response personnel, and the general public.</p>	<p>Ability to listen to callers and quickly ascertain nature of call. Ability to obtain and extract relevant information. Ability to interpret and analyze messages from callers.</p> <p>Ability to apply judgment in responding to callers. Ability to speak clearly and distinctly; ability to effectively use language and tone to calm distressed callers and to provide aid/assistance via phone until help arrives.</p> <p>Ability to transmit radio messages quickly and concisely. Ability to direct emergency personnel to scene and convey relevant information to responders.</p> <p>Ability to interact with co-workers, supervisors, law enforcement and emergency response personnel (including those from other jurisdictions), university officials, media, and the general public to relay information and coordinate activities.</p>	<p>Expert in listening and extracting information and cues from callers. Ability to train other telecommunicators in taking calls and gathering information.</p> <p>Ability to speak clearly and calmly under pressure of high call volume and high frequency of intense/critical calls.</p> <p>Ability to transmit radio messages to a wide variety of different responders using language and protocols appropriate for each.</p> <p>Ability to serve as a liaison between emergency personnel, callers, and officials during critical incidents.</p>

Office/Telecommunications Technology

Ability to utilize equipment and relevant technology (software and systems) to meet organizational needs.

Contributing	Journey	Advanced
<p>Ability to use the basic functionality of phone systems*, radios, consoles, alarm panels*, database/information systems, computer aided dispatch (CAD) system, and related telecommunications equipment.</p> <p>Ability to learn to use one or more databases or information systems to input and access standard information according to procedures.</p> <p>Ability to key information accurately.</p> <p>Ability to obtain DCI certification.</p>	<p>Ability to use the full functionality of all departmental telecommunications equipment, including phone systems*, radios, consoles, alarm panels*, database/information systems, and computer aided dispatch (CAD) system.</p> <p>Ability to select, understand and fully apply a variety of features in software programs, databases, and information systems.</p> <p>Ability to key information accurately and efficiently.</p> <p>Ability to maintain DCI certification.</p>	<p>Ability to use the most advanced and specialized telecommunications equipment and/or the widest variety of telecommunications and information technology.</p> <p>May require ability to make recommendations regarding databases and information systems procedures.</p> <p>Ability to train and advise others on use of DCI terminal.</p>

*Includes elevator phones, emergency call box/blue light phones, TTY/TDD phones, crime tip hotlines, weather monitors, fire/intrusion/utility alarms, panic buttons, monitoring cameras, emergency warning systems, locator (GPS) systems, and related incoming and outgoing data sources.

Data/Information/Records Administration

Ability to compile, assimilate and organize both printed and electronic information. Ability to enter, locate/retrieve, manipulate and/or analyze data.

Contributing	Journey	Advanced
<p>Learns to use established logs and data systems, functions, and/or procedures. Enters routine information. Types reports using standard formats.</p> <p>May retrieve routine information.</p>	<p>Records, compiles, and summarizes data using established formats. Monitors messages from and creates entries for DCI terminal as needed. Maintains and ensures quality control of logs and data systems. May assign case or arrest numbers, compile incident reports, or issue permits. Correctly uses input codes.</p> <p>Searches for and retrieves information from departmental files and DCI terminal.</p>	<p>May interpret or analyze data. May adapt or revise formats. Reviews entries of other telecommunicators for quality assurance.</p> <p>Locates difficult-to-find information from DCI terminal or other sources as requested for law enforcement support.</p>

Decision Making

Ability to make quick, sound decisions while working under pressure.

Contributing	Journey	Advanced
<p>Ability to learn to make quick, sound decisions based on incoming messages.</p> <p>Ability to recognize messages that have established precedents and limited impact.</p> <p>Ability to refer non-standard questions and problems to higher levels</p>	<p>Ability to analyze messages and information in order to determine priorities; ability to recognize critical incidents; ability to coordinate response; ability to initiate action based upon acquired information and knowledge of operating procedures.</p> <p>Ability to make consistently sound and accurate dispatch decisions.</p>	<p>Ability to independently resolve unprecedented issues and problems when problem resolution requires some interpretation of policy and procedures.</p> <p>Ability to serve as a resource for others in resolving unprecedented, non-standard issues and problems.</p>

Human Resource Management (if applicable)

Knowledge of appropriate policies and procedures for recruiting, selecting, developing, counseling, disciplining, and evaluating performance of employees to retain a diverse workforce. Ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work. Ability to provide feedback. Ability to provide technical supervision of staff. Ability to develop plans for employees to gain necessary knowledge, skills, and abilities. Ability to plan for and support employees in career development opportunities.

Contributing	Journey	Advanced
<p>Not applicable.</p>	<p>Ability to plan and coordinate the work of a telecommunications unit comprised of Public Safety Telecommunicators and/or support staff.</p> <p>Ability to participate in recruitment and selection process for vacancies.</p> <p>Ability to establish employee work expectations and review performance based on the work plan.</p>	<p>Ability to manage the work of a telecommunications unit comprised of Public Safety Telecommunicators and/or support staff.</p> <p>Ability to make recruitment and selection decisions, adhering to State and departmental recruitment and selection procedures.</p> <p>Ability to understand and comply with performance management policies and procedures.</p> <p>Ability to develop plans for employees to gain necessary knowledge, skills, and abilities to successfully perform their duties.</p>

V. MINIMUM TRAINING & EXPERIENCE

High School diploma or equivalency and demonstrated possession of the competencies necessary to perform the work. Requires certification as a Division of Criminal Information computer operator or the ability to achieve certification within 45 days of employment. Some positions may require Basic Telecommunicator Certification in accordance with the provisions of the North Carolina Criminal Justice Training and Standards Commission or the ability to achieve certification within one year of employment.

Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.