JUNEAU COUNTY SHERIFF'S DEPARTMENT
JOB DESCRIPTION

Job Title: Civilian Telecommunicator **DEPARTMENT:** Sheriff's

Division: 911 Dispatch **Direct Report to:** 911 Dispatch Supervisor

GRADE: 9 **SALARY RANGE:** See current wage scale

POSITION: Full or Part Time, Non Union, Non-Exempt

CIVILIAN TELECOMMUNICATOR

GENERAL STATEMENT OF DUTIES:

Ensures that prompt and accurate dispatching of the proper police, fire, and/or emergency units to locations requiring service by obtaining, processing and coordinating emergency service requests through the operation of a two-way radio-telephone system. Ensures that the general public is provided with prompt and accurate information to non-emergency inquiries and directs the inquiries to the appropriate person or outside agency for additional information.

DISTINGUISHING FEATURES OF THE CLASS:

- The position is challenged by the need to consistently receive, process and dispatch precise information in a demanding and stressful environment. The position operates with the established policies and procedures of the dispatch center and the Juneau County Sheriff Office.
- The Telecommunicator position is under the immediate supervision of the Dispatch Administrator. When the Dispatch Administrator is unavailable, the Telecommunicator reports to the Shift Lieutenant or the Officer in charge of the shift.
- The Telecommunicator position receives, interprets, intercepts and processes all emergency police, fire and medical service request. The position is responsible for maintaining control over emergency services requests. This includes keeping the caller on the line when appropriate to obtain additional information. In addition, the position must prioritize the service requests based upon the nature of the requests. Upon receiving an emergency service request, the position dispatches the appropriate field units(s) to respond.
- The Telecommunicator has significant contact with the Sheriff, Dispatch Administrator, all department members, and the general public. In addition, the position has frequent contact with other law enforcement agencies, fire and EMS.
- The effectiveness of the Telecommunicator can be measured by its precise and timely processing of emergency and non-emergency requests by dispatching and coordinating of appropriate field units.

EXAMPLES OF WORK:

- When receiving multiple emergency services requests simultaneously, the Telecommunicator establishes them in priority and assigns personnel in order of availability according to Department procedure.
- The position also receives telephone requests for non-emergency situations. The Telecommunicator may also assist with the training of new Telecommunicators, as well as other departmental employees, as assigned.

- The Telecommunicator also monitors the alarm panel in the dispatch center and takes action within established operating procedure guidelines when an alarm is received.
- The position maintains an accurate computerized log through the departments CAD (Computer Aided Dispatching) system. This is done for each call for service request for police, fire and/or EMS service. The position also enters, retrieves data and queries data from the Department's in-house computer system, the State of Wisconsin T.I.M.E. system, and various forms of information on the departmental CAD system.
- The position monitors other area Law Enforcement agencies radio frequencies.
- The position is also responsible for ensuring compliance with the Federal Communications Commission (FCC) regulations for proper operation and use of radio transmitters.
- The position must also log equipment failures and ensures that the proper person(s) are contacted for timely repairs.
- The Telecommunicator may also be assigned miscellaneous job duties as determined or assigned by the Sheriff and/or his/her designee.
- The Telecommunicators may be placed in a rotator status where there are fluctuations in work schedules and hours of duty. The position will also entail working holidays, weekends and night-time hours. Telecommunicators are subject to call-out outside their regularly scheduled shift.

QUALIFICATIONS:
U.S. Citizen; minimum age 18; High School Diploma; no felony or domestic violence convictions; good verbal and written communications skills; ability to multi-task under stressful conditions; working knowledge of computers; ability to perform essential functions of the position.

TRAINING AND EXPERIENCE:
General knowledge of locations and streets within Juneau County and adjacent area; good ability to communicate in person, via phone, or on the radio in a professional manner. Good knowledge of operating radio equipment within the standards established by the FCC. Working knowledge of the police, fire, and EMS agencies; working knowledge of the use of all equipment contained within a "911" dispatch center.
Good skill in the operation of multi line phone, switchboard, teletype, computer terminal, or related communications equipment; working skill in observing situations analytically and objectively and in recording them clearly and completely; working skill in reacting quickly and calmly in emergencies; working skill in speaking clearly and concisely; working skill in speaking courteously, tactfully, and impartially.

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EEOC

Juneau County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the county will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

This position description has been prepared to assist defining job responsibilities, physical demands, working conditions and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees under supervision. The county retains and reserves any or all rights to change, modify, amend, add to or delete, from any section of this document as it deems, in its judgment, to be proper.
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