Job Description

Job Title: Telecommunications Operator I

Department: Emergency Communications

Reports To: Director of Emergency Communications

FLSA Status: Full-Time (40 hrs/wk)/Non-Exempt **Pay Grade:** 6

Blaine County Emergency Communications Mission Statement:

The Mission of Blaine County Emergency Communications is to enhance the quality of life in our community by providing the highest level of professional emergency communication services to protect life and property. This is accomplished through teamwork, integrity and a commitment to excellence.

General Statement of Duties:

Responsible for collecting, communicating, and relaying information related to emergency and non-emergency incidents quickly and accurately under direction of a certified training instructor. This work requires coordination and communication with fire, police, medical agencies, and multiple city and county services. The employee will assist and represent multiple jurisdictions. The successful candidate will report to an assigned supervisor.

Primary Job Responsibilities:

- Responds to and serves the public with courteous good will.
- Question callers appropriately in both emergency and non-emergency situations.
- Initiate agency response; includes knowledge of multiple agencies and cities policies and procedures.
- Communicate effectively on the radio; i.e. speed/rate of speech, voice tone, type of wording used, identifies radio transmissions, etc.
- Enter information accurately and completely for agency records.
- Use policies and procedures to accomplish job objectives.
- Perform system troubleshooting and reporting duties;
- Attend educational and training activities as needed to support objectives of this position.
- Other duties as assigned by the Director of Emergency Communications or Telecommunications Supervisor.

Job Specifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job responsibilities.

Education and Work Experience:

- High school diploma or GED.
- Minimum of two (2) years of any combination of responsible work experience, military service, education, or any other productive activity.
- Certification of American Red Cross (or) American Heart Association HeartSaver CPR/AED within probationary period.
- APCO Public Safety Telecommunicator I Certification within probationary period.
- Advanced EMD Certification within probationary period.
- TDD Certification within probationary period.
- APCO Fire Communications I Certification as required.
- ILETS Entry and Query Certification.
- Idaho Peace Officer Standards and Training (POST); Basic and Advanced Dispatch Academy Certification as required.

Language Skills:

- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to follow written and verbal instructions, policies and procedures with accuracy and attention to detail.

Mathematical Skills:

- Ability to work with mathematical concepts and apply concepts such as fractions, percentages, ratios, and proportions to apply them to budgeting and other funding solutions.

Reasoning Ability:

- Ability to solve practical problems and deal with a variety of situational variables in situations where only limited standardization exists.
- Interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to think clearly, and make appropriate decisions in emergency and stressful situations.

Other Knowledge, Skills, and Abilities:

- Knowledge of Microsoft Office applications including Excel, Word, and Outlook, and the ability to operate other standard office equipment, including telephones, calculators, copiers, FAX machines, etc. is required.
- Skills in prioritizing multiple tasks and managing a variety of information; establish and maintain effective working relations with co-workers, and representatives from other local, state and Federal agencies; effectively deal with irate or unhappy citizens.
- Ability to work both independently and cooperatively in a collaborative atmosphere.
- Ability to exercise independent problem solving with initiative and self-motivation.
- Ability to maintain confidentiality of department information and records.
- Ability to work under own initiative and utilize independent judgment.
- Ability to work effectively with employees, department director, elected officials, vendors and the general public.
- Must possess a valid Idaho Driver's License.

Essential Physical Abilities:

- 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, sit, and drive; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee occasionally is required to climb, balance and stoop, kneel, crouch, or crawl and must frequently lift and/or carry up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Working Environment

- Work is performed in an office environment where the physical demands require sitting for extended periods of time; frequent use of computers and standard office equipment; some travel to property sites will be required; may work under stress of deadlines; Available to work varying hours, including night, weekend and holiday shifts to staff a 24-hour center; No felony convictions or disqualifying criminal history upon completion of a thorough background check.

Equal Opportunity Employer:

Blaine County is an Equal Opportunity Employer (EOE). Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, or veteran status.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.

Please submit resume and Blaine County Emergency Communications Application to Blaine County, Human Resources Department, 219 1st Avenue South, Suite 104, Hailey, ID 83333, e-mail: mpomeroy@co.blaine.id.us or fax: 208-788-5546. The application process will be open until an offer of employment has been extended and accepted.