

# Drexel Heights Fire District

## Job Description

<b>Job Title:</b>	Telecommunicator (TCO)	<b>Position Code:</b>	332
<b>Department:</b>	Communications	<b>Step Range:</b>	20 - 30
<b>FLSA:</b>	Not Exempt	<b>Date:</b>	Sept 2009

### General Description

Is under the supervision of a Telecommunicator (TCO) Supervisor. Responsible for the dispatching of emergency units including but not limited to fire, ambulance units in a multi-jurisdictional communications center. Responsible for tracking and documenting unit and personnel activities based on telephone and radio operations within the multi-jurisdictional communications center. Responsible for providing pre-arrival medical direction to callers requesting emergency response. Performs such duties as are required by the Telecommunicator Supervisor or Manager - Communications.

### Supervision Received

Works under the direct supervision of the Telecommunications Supervisor and indirect supervision of the Manager - Communications.

### Supervision Exercised

May supervise and assist Telecommunicator Trainees.

### Knowledge, Skills and Abilities

1. Adheres to and utilizes District Policies and Guidelines.
2. Transmits orders or instructions as given by command officers.
3. Monitors all required radio frequencies and disseminates the appropriate information.
4. Performs Emergency Medical Dispatching where necessary.
5. Tracks on-duty personnel activities utilizing a CAD system.
6. Generates reports based on emergency and non-emergency responses by operations and administrative units.
7. Handling of emergency and non-emergency telephone and radio traffic in a multi-jurisdictional communications center.
8. Maintains all records, reports and files in the Communications Center.
9. Properly operates the telecommunications equipment.
10. Responsible for the inventory of all Communications Center equipment and supplies.
11. Performs other duties as required by the Telecommunicator Supervisor.
12. Maintains as confidential all District information.
13. Monitors others processing emergency calls for service and assists when time work demands permit.
14. Act, react and perform consistent with District policies, training and certifications.

The above listed examples of work are not intended to be all-inclusive. The District reserves the right to assign additional duties and responsibilities it deems necessary or desirable, as well as take away any duty and responsibility at its discretion.

### **Knowledge, Skills and Abilities**

1. Ability to think logically and quickly during an emergency.
2. Ability to listen to and apply information and instructions.
3. Ability to read and comprehend technically written materials and manuals.
4. Ability to direct emergency vehicles to scenes without hesitation.
5. Good judgment and use of discretion.
6. Ability to make decisions consistent with District policy and guidelines.
7. Social skills and the ability to be courteous even under adverse conditions.
8. Ability to perform clerical functions.
9. Ability to write legibly, speak distinctly and have good hearing.
10. Requires confidentiality and ability to remain calm under stress.

### **Minimum Education, Training and Experience Requirements**

1. High School diploma or GED.
2. Requires typing speed of 35 words per minute.
3. Requires certification in CPR (nationally recognized program)
4. No felony convictions or disqualifying criminal histories within the past ten (10) years.

### **Preferred Education, Training and Experience**

1. Associates Degree in business, management, fire science or related field.
2. Ability to communicate in both English and Spanish.
3. Certification as a Basic Telecommunicator, Fire Service Communicator and Emergency Medical Dispatch within six (6) months of employment with the District.

### **Tools, Equipment and Work Aides Used**

Telephones (including the use of ear pieces), radios, computer, typewriter, calculator, copier, fax machine, other typical office equipment and emergency power generation equipment.

### **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. 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 frequently required to sit for extended periods; talk and/or hear; stand; walk; use hands to finger, handle or operate objects, tools or controls; and reach with hands and arms.

Specific vision required by this job includes close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in an office type setting, during day and night. Work is often performed in emergency and stressful situations. Individual is exposed to hearing alarms. There is significant office work conducted by this position.

The noise level in the work environment is usually quiet in office settings.

**Selection Guidelines**

Formal application; review of education and experience; appropriate testing and interviews; oral interview; background check; drug screen; final selection and completion of a pre-employment medical exam. The Fire Chief makes appointment.

**Miscellaneous**

The above description is intended to describe the duties of an employee in general terms and does not necessarily describe all of his/her duties or functions.

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.

**Approval:** *Douglas E Chappell*      **Effective Date:**      Sept. 23, 2009