

**POSITION DESCRIPTION
VILAS COUNTY**

SECTION I: GENERAL INFORMATION

DRAFT <input type="checkbox"/>		FINAL <input checked="" type="checkbox"/>
Position Title: Telecommunicator	Department: Sheriff	
Immediate Supervisor's Position Title: Telecommunications Lieutenant	FLSA Status/Pay Classification Code: Non-Exempt	
Original Description Date: June 2002	Revised Date: August 2013	
Oversight Committee: Law Enforcement Committee	Approved Date:	
Approved by: Personnel Committee	Approved Date: HR - 8/27/13	

Job Summary:

The Telecommunicator is a civilian position responsible for performing a wide variety of communication-related tasks in the Sheriff's Department telecommunication center. All duties and responsibilities are performed under and subject to review and guidance of the Sheriff and the Law Enforcement Committee.

SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Operates enhanced 911 (E911) system, computer-aided dispatch system, and other computerized communication equipment. This includes, but is not limited to, answering incoming emergency E911 calls and non-emergency telephone calls; identifying the nature of calls or reports and dispatching the appropriate public safety unit to respond; providing medical dispatch pre-arrival instructions according to policy; and accurately and efficiently providing information to citizens and public safety personnel or referring non-emergency calls to the proper agency or individual when no other action is needed.
2. Enters information into the department computerized record system according to policy.
3. Maintains an activity status record of resource units in the computer-aided dispatch. Maintains radio contact with public safety personnel within Vilas County, and surrounding communities when needed.
4. Operates radio transmitters in accordance with Federal Communications Commission rules and regulations and department policy. Operates voicemail and message-retrieval systems. Periodically performs equipment testing to ascertain proper performance and reports any equipment malfunctions.
5. Monitors alarms, emergency warning equipment, weather watches and warnings, and notifies appropriate personnel as necessary.
6. Operates the TIME system for driver's license checks, registration checks, criminal histories, wanted persons and additional information. Makes entries into the TIME system as required.
7. Maintains professional and technical knowledge by attending educational seminars and workshops as necessary or directed.
8. Maintains absolute confidentiality regarding co-workers and department operations.
9. Testifies and presents reports, documents, and other evidence at legal proceedings when necessary.
10. All other duties as assigned.

SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS:

A. Education/Knowledge:

<input checked="" type="checkbox"/> High School Diploma or Equivalent	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Preferred <input type="checkbox"/> N/A	Major field of study or emphasis: Public safety dispatching or related field
<input checked="" type="checkbox"/> 2 Year College Degree	<input type="checkbox"/> Required <input checked="" type="checkbox"/> Preferred <input type="checkbox"/> N/A	
<input type="checkbox"/> 4 Year College Degree	<input type="checkbox"/> Required <input type="checkbox"/> Preferred <input checked="" type="checkbox"/> N/A	
<input type="checkbox"/> Other: _____	<input type="checkbox"/> Required <input type="checkbox"/> Preferred <input checked="" type="checkbox"/> N/A	

B. Licensure/Certification:

Required **Preferred** **N/A**

Advanced TIME system certification within 6 months of employment and Emergency Medical Dispatch (EMD) certification as soon as possible after employment.

C. Required Work Experience:

In addition to Education/Licensure **Instead of Education/Licensure**

Prefer experience in public safety dispatching or related law enforcement field. Must be able to pass an extensive pre-appointment background investigation.

SECTION IV: ESSENTIAL SKILLS REQUIRED TO PERFORM POSITION:

- Knowledge of police, fire, and emergency medical dispatch procedures.
- Ability to operate a telephone, two-way radio system, and other specialized computer equipment.
- Ability to speak clearly, concisely, and effectively in English.
- Ability to understand radio messages and signals. Ability to follow written and oral instructions.
- Must possess working knowledge of county roads, locations, businesses and buildings.
- Ability to read and understand maps.
- Ability to type at least 25 words per minute.
- Flexibility to work non-traditional hours.
- Ability to organize and schedule time, and work effectively with co-workers to complete assigned tasks.

SECTION V: RESPONSIBILITY FOR SUPERVISION OVER THE FOLLOWING POSITIONS:

Titles of Positions Supervised:	# of Employees:
N/A	

SECTION VI: JOB DESCRIPTION APPROVAL:

This position description reflects an accurate and complete description of the duties and responsibilities assigned to the position:

Employee Signature:	Date:
Supervisor Signature:	Date:
Human Resources Signature:	Date:

VILAS COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

This position description is intended to describe the general nature and level of work being performed by the person assigned to this job. It is not intended to be an exhaustive list of all responsibilities, duties and a skill required of the person so classified and may be subject to change by the County without notice.