



## TERRELL COUNTY SHERIFF'S OFFICE/JAIL

Job Title: **E-911 TELECOMMUNICATOR**

Reports to: Jail Administrator

### GENERAL DESCRIPTION

Receives and prioritizes E 9-1-1 and non-emergency telephone calls from the public. Dispatches appropriate emergency service agencies such as police, fire and emergency medical units. Retrieves and enters computer data for emergency response personnel within the service area. This general description reflects the concept and intent of this position and should not be construed as a detailed statement of all the work requirements that may be inherent to this position.

### ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

- # Receive, screen and priorities emergency (E911) and non-emergency telephone calls for service from the public requiring law enforcement, emergency medical service (EMS), or fire department attention and relay to officers or command personnel, as appropriate.
- # Operate a multi-frequency radio and computer-aided dispatch system, accesses teletype, monitors alarms systems, operates playback tape recorders, operates TDD/TTY, operates security devices and other related communication equipment located throughout the Facility.
- # Must condense large amounts of information into readable, sensibly typed remarks in a timely manner and have the ability to recall numerous acronyms and codes essential to appropriate call processing.
- # Maintains familiarity with the Standard Operating Procedures and appropriate manuals that provide thorough knowledge of Multi Agency Communications Center operations and procedures.
- # Evaluates information received and utilizes protocols provided through the computer-aided dispatch system to determine appropriate action or actions to be taken.
- # Works rotating shift work during evenings, nights, weekends, and holidays and must be available to work extended shifts and be subject to emergency callout(s).
- # Must be able to work effectively in a disciplined environment with close supervision and carry out lawful orders according to policies regardless of personal agreement.
- # Must continually demonstrate a high level of mental stability and professionalism.