

**Job Description for
Lauderdale County, MS, E-911**

Telecommunicator

Position Purpose

A staff of Mississippi State Certified Telecommunicators is required to operate the E-911 Communications Center in order to facilitate the call taking and dispatching of first responder emergency personnel.

Position Summary

A Telecommunicator is responsible for accurate and timely response to all requests for assistance or for E-911 related information from emergency first responders and the general public. Requests may arrive through a variety of telephone lines, radio frequencies or in person. This position:

- Is permanent and full-time
- Reports to the Lead Telecommunicator and Shift Supervisor Manager
- Performs 100% of its duties in the office
- Operates in a high-stress environment

Major Duties

Perform Emergency Telecommunicator operations by:

- Operating E-911 computer systems
- Operating E-911 phone and radio systems
- Answering emergency and non-emergency telephone and radio transmissions

Required Certifications

- National Crime Information Center (NCIC)/Mississippi Justice Information Center (MJIC) Certification
- Mississippi State Dispatcher Certification

Required Knowledge

- High School Diploma or GED
- Proper grammar and use of English in speaking and writing
- All systems required to perform items listed under Major Duties
- General computer operations

- Basic knowledge of city and county first responder and other departments, including their emergency response policies and procedures

Required Skills and Abilities

- Maintain confidentiality
- Make decisions within time restraints
- Work as a team while under extreme pressure and time restraints
- Type at 40 words per minute or greater
- Operate within departmental procedures
- Basic filing
- Perform all work in a professional and composed manner
- Sit or stand in one location for long periods without interruption
- Work shift work
- Travel as required for training events

Details

The following describes the depth of the major duties required to be performed by this position.

- **Perform Emergency Telecommunicator operations**

This essential function is the foundation of E-911 and is the position which most emergency responders and the general public are familiar with.

- Operate the Computer Aided Dispatch and Graphical Information Systems software, including:
 - Zetron MAX Call Taking Management Information System
 - CentralSquare One Solution CAD
 - Professional and Technical Software (PTS) Solutions suite
- Transmit and receive radio and telephone transmissions
- Effectively process all telephone or radio transmissions as trained and in compliance with standard operating procedures
- Maintain Mississippi State Dispatcher Certification
- Maintain a good working relationship with the public and all government and private industries
- Operate office equipment such as a printer, facsimile and shredder

Other

- Perform other duties as directed by the Shift Supervisor, Communications Center Manager or E-911 Director or inherently required by this position