

# LAUDERDALE COUNTY EMERGENCY MANAGEMENT COMMUNICATION DISTRICT 911

## JOB DESCRIPTION

### **Title: Entry-Level Telecommunicator**

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

### **Relationships**

Reports to: EMA / 911 Director, Telecommunication Center Manager,  
Telecommunication Supervisors

Subordinate Staff: None

Other internal contacts: 911 Board Members; 911 Staff;  
EMA Staff; Local Area Law Enforcement  
And Fire Agencies; Emergency Medical  
Providers; City and County Departments

External contacts: General Public

### **Job Summary**

This is a complex, safety sensitive position, involving a person in the capacity of complaint clerk and radio dispatcher. Receive requests for assistance in the form of law enforcement, fire or emergency medical service response. Answer 911 trunk lines in the answering point and decide in the shortest time possible whether to direct the call to law enforcement, fire, or EMS services.

The time gap between dispatch and/or notification and the arrival of emergency units is a difficult area. The caller is on his/her/their own until help arrives. Possess the skills and abilities necessary to decide whether to stay on line and provide assistance and comfort or to terminate the call.

### **Responsibilities and Duties**

#### **A. Law Enforcement**

Receives emergency calls via 911 and quickly and accurately transmits the call to the appropriate Law Enforcement Agency. Lauderdale County Law Enforcement Agencies are dispatched as required by their protocols.

#### **B. Fire Department**

Receives fire calls via 911. Dispatches Florence Fire and the fourteen Volunteer Fire Departments within Lauderdale County. Maintains CAD records on all calls received for Fire in Lauderdale County.

#### **C. Emergency Medical**

Connects callers directly to the ambulance service provider.

#### **D. Emergency Management, Search & Rescue, State Troopers and Marine Police**

Dispatches these units as the need arises, and maintains radio contact throughout the emergency operation.

## **General Qualifications for Employment**

Any person applying for a position or employed by 911 must maintain/qualify under the following guidelines  
(Any item with an asterisk will be taught on the job):

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### **Knowledge, Skills & Abilities**

1. Graduate of an accredited high school approved by the State Department of Education or shall be the holder of a certificate of high school equivalency (GED).
2. Any combination of education and experience that provides the necessary qualifications listed.
3. Verbal skills to communicate with 911 personnel and the general public in normal and emergency situations.
4. Ability to understand oral and written instructions and ability to relay information quickly and accurately.
5. Ability to type.
6. Ability to do multiple tasks then write down the sequence.
7. Writing skills to complete various forms, records, reports.
8. Knowledge of emergency operation procedures.\*
9. Ability to concentrate and remain calm while acting quickly during stressful emergency situations.
10. Fluent in the English language.
11. Ability to write quickly and legibly.
12. Have general knowledge of map reading.
13. Knowledge of general office practices and procedures.
14. Ability to learn and memorize codes and numbers, etc.
15. Have the ability to maintain a pleasant relationship with other employees, other city and County departments and volunteer agencies.

### **Physical Characteristics**

1. Not be less than nineteen (19) years of age at the time of employment.
2. See well enough to read maps and instrument gauges; corrective lens acceptable.
3. Hear well enough to talk on the telephone and two-way radio; hearing aid acceptable.
4. Speak well enough to address co-workers, general public and transmit factual information by radio and telephone.
5. Body movement and mobility to move around office to operate equipment and stock emergency supplies.
6. Strength and endurance to remain active for long periods of time in emergency situations.
7. Use of hands to write, type, and operate radio equipment.
8. Be willing to have a pre-employment medical examination.
9. Be in good health as determined by a physical examination.
10. Possess good judgment and be able to handle delicate situations with discretion.
11. Be neat and clean in appearance.

### **Other**

1. Must be a resident of Lauderdale County.
2. Must possess a current Alabama driver's license.
3. Must provide a voter's certificate from the Lauderdale County Board of Registrars.
4. Certified in CPR: Adult, Child and Infant.\*
5. Certified by APCO 33 Standards Course\*
6. Certified in APCO Basic Tele-Communications\*
7. Certified in Alabama Law Enforcement Agency Computer Terminal Operations. (NCIC)\*
8. Must be willing to participate in and travel to training sessions in and out of state when necessary.
9. Must be willing to sign a Non-Disclosure and Confidentiality Agreement.
10. Must be willing have a background check and to be finger-printed – providing driver license and social security card.
11. Must be a person of good moral character and good reputation, not have been convicted of a felony or a misdemeanor involving force, violence or moral turpitude.
12. Must successfully complete pre-employment drug tests as well as routine and/or random drug tests.
13. Must be willing to work non-standard hours to provide 24 hour coverage when necessary.
14. Must be willing to wear appropriate attire/uniforms.
15. Must have a working mobile phone and willing to carry any specified device for ease of communications 24 hours daily.
16. Must have an active bank account suitable for direct deposit of earnings.

## APPLICANT CHECKLIST & PROCESS INFORMATION

We appreciate your interest in working for Lauderdale County 911, and have provided below a brief outline of our hiring process.

Copies of your Driver License, Social Security Card and Voter Registration Card must be included with your application. **Incomplete Applications will not be considered.** No applications are reviewed prior to the closing date of the posting. Due to the critical nature of this Public Safety position, it is necessary to thoroughly examine all information provided by every individual applying with our agency. This includes a criminal background check.

The "first round" of interviews may not occur for several weeks, depending upon the number of applicants. If you are chosen for an interview, you will receive a phone call to schedule it. If you are not chosen, you will receive a letter by mail. There may be weeks between steps, again, dependent upon the number of applicants along with several other factors.

Applications Reviewed  
First Interview  
Testing  
Second Interview  
Dispatch Center Observation  
Additional Testing  
Final Interview  
Job Offered

This is consistent for each step in our process, you will either receive a phone call to schedule you for the next step or a letter by mail. Please do not call our office to check on the status of your application. If at any point during our process you wish to be removed from potential applicants or see that you will not be able to come interview or test at your scheduled time, please contact the 911 Telecommunication Center Manager, Melissa Hearn at 256-760-6363.

## Lauderdale County 911 Applicant Instructions

Please read the application and requirements carefully.

You must turn the application and required documentation in to:

**EMA/911 Office  
110 W College Street  
Room B20 or 22 (Basement of City Hall)  
Florence, AL 35630**

Application Packet Requirement\* Checklist:

- Completed Application\*
- Voter Registration Card\* (Copy)
- Driver License\* (Copy)
- Social Security Card\* (Copy)
- Certifications Pertaining to this position (Optional)

Incomplete applications will not be considered.

If you have any questions, please contact our office 256-760-0911.