

EMD – TELECOMMUNICATOR at EMERGENCY SERVICES (Grade 62)

Close Date:

Salary: Hire Rate: \$30,084.00 Range: \$31,590.00 - \$45,126.00

Details General Statement of Duties

Performs responsible public safety communications and administrative support work for the law enforcement, fire, and EMS functions in the community, including gathering medical information to provide Emergency Medical Dispatch (EMD) information to responders.

Duties and Responsibilities

Receives routine and emergency telephone calls and personal requests for assistance concerning crimes, fires, EMS needs or general information, identifies the locations of callers to choose and dispatch the proper law enforcement, fire, or EMS department or unit. Operates a variety of electronic equipment to maintain contact with Sheriff and Police personnel, multiple fire units and EMS personnel, and other law enforcement units; dispatches officers to answer requests for assistance; Interviews callers to determine nature of concern and provides information about the situation as it develops and/or background information from the DCI; provides pre-arrival medical instruction using EMD system. Operates terminal connected with the DCI to obtain driver's history, vehicle registration data and criminal record information; checks warrants; runs vehicle inquiries and driver license history checks for law enforcement agencies.

Maintains communications logs and reports including the nature of calls, actions taken and the times involved. Monitor public and private fire and security alarm systems; activates monitors to dispatch volunteer agencies; transfers appropriate calls to state patrol. Monitors activities of law enforcement officers on patrol and makes radio contact to insure safety; takes and transmits personal and departmental messages. Takes and transmits after hour calls for utilities, maintenance, social services, and other County services. Works in the communications center to receive calls during weather and other emergencies such as hurricanes, ice and snow; informs emergency response personnel, local hospitals, rest homes, nursing homes and County departments of severe weather warnings provided by National Weather Service and other agencies. Perform other related duties as required.

Desirable Experience and Education

Graduation from High School and public contact and customer service experience; communications and dispatching experience preferred; or an equivalent combination of education and experience. Must be able to type 30 wpm

Special Requirement:

Ability to obtain certification by the State of North Carolina as a DCI Operator within three months. Ability to obtain Sheriff's Training and Standards Certification as Telecommunicator. Ability to obtain certification as EMD and CPR certification within six months.

Closing Date: Open Until Filled

Send application to: Columbus County Human Resources, 111 Washington Street, Whiteville, NC 28472

Columbus County is an Equal Opportunity Employer