PROOF OF EDUCATION MUST BE SUBMITTED WITH APPLICATION
VACANT POSITION
DEPARTMENT: EMERGENCY COMMUNICATIONS (911)
OBTAIN APPLICATION: http://spaldingcounty.com/careers
SUBMIT COMPLETED APPLICATION AND PROOF OF EDUCATION TO:
employment@spaldingcounty.com or to 119 E. Solomon Street, Human Resources Office
CLOSING DATE: Position will remain open until filled

Job Title: Telecommunicator (position #1704)
Salary: Pay Grade PS14; Hiring Rate $43,596.80
                    Provisions of Personnel Ordinance for promotion/demotion/transfer
Work Schedule: 12-hour rotating shifts. Must be able to workdays, nights, weekends, holidays
                    and overtime as required.

This position has been determined to be non-exempt under the overtime provisions of the Fair Labor Standards Act.

MINIMUM TRAINING AND QUALIFICATIONS: Must be able to work 12 hour rotating shifts; must be able to workdays, nights, weekends, holidays, and overtime as required. High school diploma or state-awarded GED required. Proof of education must be submitted with application. Must be able to type 25 words per minute accurately and be capable of successfully completing the Georgia POST Basic Training Communication Officer course during probationary period.   Must meet all Georgia communication and dispatch requirements including TTY training and complete and maintain GCIC/NCIC certification.

GENERAL STATEMENT OF JOB: Under general supervision, receives and interprets information through telecommunications equipment and then verbally dispatches the information received through the equipment for the purpose of relaying accurate and timely information to the proper authority to aid in expediting the protection, welfare and safety of the general public. Reports to the Shift Supervisor and Communications Manager.

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of office equipment and machines including a computer, teletype, dispatch radio, 911 printer/alarm, facsimile machine, copier, etc.

ESSENTIAL JOB FUNCTIONS: Answers all non-emergency and emergency 911 telephone lines, obtaining and recording pertinent information regarding the nature and urgency of the situation; determines appropriate response and expeditiously alerts responsible units or agencies via radio or telephone.

Dispatches and directs responding service units, City Police, City and County Fire, Sheriff's Department, Rescue agencies, animal control, or other agencies promptly in response to emergency calls, in response to non-emergency calls after business hours or on holidays/ weekends, or in response to requests for closed County offices, City of Griffin, or City Police Department.

Maintains constant status and availability of all emergency service units; keeps accurate data entry records of mobile units on CAD.

Monitors an assortment of equipment in the course of daily activities including, but not limited to, national weather service teletype, regional law enforcement channel (state band), weather monitor, GCIC teletypes, etc.

Interacts and communicates with various groups and individuals involved in the operations of the department including City and County law enforcement officers, City and County Fire and EMS personnel, rescue personnel, co-workers, the general public, outside agencies, wrecker companies, Forestry Commission, security agencies, and other City, County, State and Federal agencies.

Utilizes an assortment of machinery and equipment in the performance of daily tasks including a computer, TTY, teletype, dispatch radio, 911 printer/alarm, facsimile, copier, etc.

Maintains familiarity with manual method of dispatching; i.e., receives and maintains several reports, forms, and records, such as incident cards, police assignment sheets, house check lists, wrecker lists, incident reports, long distance call log, etc.

Operates the GCIC computer terminal, accurately entering and evaluating information vital to timely dispatch.

Responsible for City Law Enforcement GCIC and phones after business hours, weekends, and holidays.

Maintains bi-annual TTY training.

July 16, 2024
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