EMERGENCY TELECOMMUNICATOR, SUPR

Class Code: 2930

Bargaining Unit: N/A

STATE OF MISSISSIPPI
Established Date: Jul 1, 2007
Revision Date: Jul 1, 2007

SALARY RANGE

$28,761.21 - $50,332.12 Annually

CHARACTERISTICS OF WORK:

This is advanced senior level technical radio emergency telecommunications dispatch work. The duties include operating telephone, radio, and other telecommunications equipment; staying in regular radio contact with public safety personnel; responding to emergency and distress calls; dispatching public safety personnel/officers and/or requesting other public safety entities to dispatch additional public safety personnel to the scene, as needed; responding to inquiries by the public and other public safety entities; interacting with public safety entities; maintaining records of all dispatches; and providing on-the-job training and supervision to the Emergency Telecommunicators. The work requires the exercise of independent judgment and discretion in decision making and knowledge of public safety procedures and protocol. The incumbent reports directly to an administrative superior from whom supervision and on-the-job training is received through periodic reports and conferences.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Participates in the recruitment and selection of lower level Emergency Telecommunicators.

Trains all new Emergency Telecommunicators.

Prepares management reports on all radio dispatch activities.

Assists in training new public safety personnel on the telecommunications dispatch systems.

Works an assigned shift in order to ensure 24-hour emergency telecommunications coverage operating telephone, radio, and other telecommunications equipment.

Responds to incoming calls, obtains address and nature of call, and dispatches appropriate personnel and equipment to the scene.

Determines the exact location of the place of the emergency or activity and dispatches the proper public safety unit or units via the most direct route.

Transmits messages between public safety field personnel and with other public safety agencies.

Monitors the National Weather Service and/or National Warning System and passes information on to the proper persons when emergency weather or other emergency situations arise.

Maintains radio contact with and location of all on-duty public officers/personnel.

Keeps supervisors informed of all emergencies.

Exchanges information with federal agencies, as required.

Maintains and enters records into the records management system of all dispatches, both incoming and outgoing, in accordance with the rules and procedures governing emergency telecommunications.

Adheres to defined agency procedures as required by Mississippi Justice Information Center, Information Technology Services, National Crime Information Center, the National Law Enforcement Telecommunications System, and/or National Interagency Incident Management System.

Maintains knowledge of procedures and protocol involving both in state and out-of-state criminal justice and law enforcement entities, and/or inter-agency fire management system.

Accesses agency data base to provide information to officers/personnel.

Performs related or similar duties as required or assigned.

MINIMUM QUALIFICATIONS:
These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the Mississippi State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Experience:
Two (2) years of experience as an Emergency Telecommunicator III.

OR

Education:
A Bachelor's Degree from an accredited four-year college or university;

AND

Experience:
Two (2) years of related experience in operating radio and telephone telecommunications equipment.

OR

Education:
Graduation from a standard four-year high school or equivalent (GED or High School Equivalency Diploma);

AND

Experience:
Six (6) years of related experience in operating radio and telephone telecommunications equipment.

Substitution Statement:

Related education and related experience may be substituted on an equal.

Note:

Within twelve (12) months of hire date, persons employed into this occupational class must successfully complete the certification requirements/minimum training standards for telecommunicators as set forth by the Board of Emergency Telecommunications Standards and Training. This requirement is in accordance with section 19-5-353 of Miss. Code Ann., and is necessary for conferment of permanent state service status.

ESSENTIAL FUNCTIONS:
Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Operates telephone, radio, and other telecommunications equipment by responding to calls and gathering appropriate information.

2. Maintains contact and exchanges information with the proper persons at appropriate times.

3. Maintains records in accordance with proper rules and procedures.

4. Provides supervision and training to lower level Emergency Telecommunicators.

PHYSICAL REQUIREMENTS:
These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.
Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.
Peripheral: Ability to observe an area that can be seen up and down or left and right while eyes are fixed on a given point.
Ability to adjust focus: Ability to adjust the eye to bring an object into sharp focus.
Color Vision: Ability to identify colors.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.
INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity and Honesty: Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

Accountability: Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high-level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions, and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

TECHNICAL COMPETENCIES:

Telecommunications: Possesses knowledge of transmissions, switching, control, and operation of telecommunications systems and equipment.

Operates telephone, radio, and other telecommunications equipment. Transmits messages between public safety field officers and other public safety agencies. Ensures 24-hour emergency telecommunications coverage.

Technical Proficiency: The ability and willingness to exhibit competency in the technical areas needed to do a specific job.

Maintains and enters records into the records management system of all dispatches in accordance with agency policies and procedures. Adheres to defined procedures as required by Mississippi Justice Information Center, Information Technology Services, National Crime Information Center, the National Law Enforcement Telecommunications System, and/or National Interagency Incident Management System. Maintains knowledge of procedures and protocol involving state and out-of-state criminal justice and law enforcement entities.

Customer Service: Works and communicates with clients, customers, and/or appropriate personnel to provide information or assistance or resolve their problems.

Responds appropriately to emergency and distress calls. As outlined by agency procedures, responds to inquires by the public and other public safety agencies. Interacts with city, county, state, and federal public safety personnel.

Information Management: Identifies a need for and knows how to gather, organize, maintain, and exchange information.

Obtains address and nature of call and dispatches appropriate personnel and equipment. Determines the exact location of the place of the emergency or activity and dispatches proper unit(s) via the most direct route. Exchanges information with federal agencies, as required.

MANAGEMENT COMPETENCIES:

Emotional Maturity: Conducts oneself in a professional, consistent manner when representing the organization.

Has the ability to work through adversity and hold self and others accountable for work actions.

Macro Oriented: Exercises good judgment; makes sound, well-informed decisions.

Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise.

Working Through Others: Supports, motivates, and is an advocate for staff.

Reinforces and rewards team efforts and positive behaviors. Is fair, yet firm with others. Monitors workloads and provides feedback.

Results Oriented: Plans effectively to achieve or exceed goals; sets and meets deadlines.

MSPB/AGENCY USE ONLY - NOTES/COMMENTS: