



Eastern Band of Cherokee Indians

Job Description

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Position ID Number:	108-4200-001 108-4200-002 108-4200-003 108-4200-004 108-4200-005 108-4200-006 108-4200-007 108-4200-008 108-4200-012 108-4200-013 108-4200-014 108-4200-015	Last Revised:	06/14/2013
Position Title:	Telecommunicator	Department:	Public Safety
Reports to:	Communications Program Manager	Division:	Operations

Primary Function: The Telecommunicator is part of a team making up the central location for Tribal Emergency Communications. The center's main function is to be a central answering point for emergency response/assistance and to provide that information to the proper responding emergency entity(s), depending on the type of emergency or assistance needed. They are to operate CAD (computer-aided dispatch), use a two-way radio to disseminate information over the air, and provide an air of support for the emergency responders. These functions and all others are completed in timely and efficient manner with professionalism at the forefront. In many instances, the Telecommunicator must communicate with the media, out of town persons and other emergency responders assisting the Tribal Emergency entities. In the event of a catastrophe or man-made disaster, the Telecommunicator must remain calm and offer concise information to its emergency personnel.

- Job Duties and Responsibilities:**
- The Public Safety Communications - Telecommunicators, are responsible for four 12-hour shifts, manned 24/7.
 - Receives incoming telephone calls and radio traffic for Tribal Emergency Services including: 9-1-1 calls, Police, Fire, Volunteer Fire, Tribal EMS, Forestry any other Emergency Responders. A call can be routine and/or emergency requests for assistance concerning criminal offenses, civil processes, and other matters involving public safety.
 - Uses best practices from training such as the NC Telecommunicator Certification course. The best practices are procedures used by all persons certified from the course.
 - Operates two-way radio equipment, both from a console and handheld radios. Uses an easy to understand voice to relay and maintain contact with all emergency services units.
 - Uses Emergency Medical Dispatch (EMD) protocol to determine what kind of response to send the EMS units to a scene; for assistance to a patient. The pre-arrival instruction determines what kind of response is needed.
 - Responds to emergency calls for assistance within the Great Smokey's National Park and the Blue Ridge Parkway, if requested.
 - Dispatches Emergency traffic using GEO mapping, CAD and other means of communication to route responders to an emergency call. Provides assistance via radio or phone to get the most efficient means of assistance to the person(s) requesting aid on the Qualla Boundary. This includes the surrounding area/counties where Mutual Aide policies have been established with the counties.
 - Operates a computer terminal linked to the Division of Criminal Information (DCI) to obtain driver's history, vehicle registration data, and criminal record information for Law Enforcement Officers; also, the Telecommunicator enters data/information regarding wanted persons, stolen items, and other criminal activity.

excellent typing and grammar skills. Other duties include maintaining files, utilizing key logs and acting as a representative of the EBCI. He/she must be able to identify the main highways/roadways within the Tribal 911 system. He/she must have be able to relate movement and direct responding emergency entities to the residents/businesses in the communities of the Qualla Boundary, including the 3200 Acre Tract, the Snowbird Community and the Hanging Dog Community in Murphy. The Telecommunicator must be able to use and articulate the mutual aid agreements (MOU) involving the Great Smokey's National Park, the Blue Ridge Parkway, and the surrounding counties bordering Tribal lands.

Contact with Others:

Internal contacts occur on a routine basis with all the emergency departments and personnel within the Operations Division. External contacts include local, state, and federal law enforcement agencies, National Park Rangers, business owners, all tribal agencies, and the general public.

Confidential Data:

Has access to all criminal records, Department of Motor Vehicle information, juvenile cases, warrant information, 9-1-1 information, and NCIC/DCI data, all of which are considered highly confidential and should only be disclosed to authorized personnel. Must adhere to all tribal confidentiality policies and procedures.

Mental /Visual /Physical Effort:

Intense concentration is required with all dispatch duties in order to disseminate large amounts of information and relay pertinent data to patrol officers and emergency personnel in a timely and concise manner. Must be able to attend to multiple phone calls and radio communications simultaneously. Must maintain constant monitoring of equipment without break, unless qualified personnel are able to relieve and/or assist temporarily. While performing duties of this job, the employee is routinely required to have mobility, sit, reach with hands and arms, speak, see, and hear.

Environment:

Works in an enclosed office environment while performing stressful job duties. Because of the importance of gathering information and disseminating it to the specific emergency responder, down time is sometimes spent in the working environment, lunch breaks and breaks from the job can be lost due to the traffic at hand.

Responsibility for Accuracy:

An error in obtaining information from a caller and/or dispatching appropriate agencies could result in serious consequences. Accuracy in record keeping is crucial as clerical errors may affect future case work and case handling by the courts; and could possibly result in a lawsuit against the department providing service or the Telecommunicator.

Resourcefulness & Initiative:

Must be creative, resourceful, and assertive in obtaining necessary information from distressed callers to ensure proper response time and officer safety. Problem solving and analytical skills are required to make decisions with speed and accuracy.