



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	910842001 910842002 910842003 910842004 910842005 910842006 910842007 910842008 910842012 910842013 910842014 910842015	Last Revised:	07/09/2018
Position Title:	Telecommunicator	Department:	Public Safety
Reports to:	Public Safety 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:

- Interact with internal and external customers / clients in a polite and professional manner.
- 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: 9-11 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. Inputs data into a CAD, recording the daily activities of the emergency organizations dispatched by the department. Each emergency entity, including the PSCC, must meet required policies, procedures, and guidelines by which they are bound.

Keeps track of protective orders, involuntary commitment orders, and the NCAWARE software, which contains information regarding wanted persons throughout the state and surrounding states.

Monitors security camera screens for the hospital, the Council House and other buildings with security camera capability. Responds to security alarms and movement in or around security-enhanced facilities.

Performs all duties according to established safety guidelines and Tribal policies.

Performs other duties assigned by supervisor.

**Education
/Experience:**

- Six months to one year of dispatching experience for a Public Safety agency required.
- High school diploma or equivalent required.
- The applicant must be at least 21 years of age.
- The applicant must submit to a background investigation and cannot have been convicted of a Class 2 Misdemeanor in the last three years, and cannot have pending criminal charges at the time of application including misdemeanors or felonies. He/she cannot have been convicted of any felony.
- Valid NC Driver's License required. Emergency Telecommunicator, Emergency Medical Dispatch, and Emergency Fire Dispatch Certifications preferred but not required.

Job Knowledge:

Must have the ability to speak and write English with sufficient clarity to be understood by others on the telephone, radio or in person. Must have basic computer skills (Windows) be able to type 30 words a minute, professional customer service skills, and strong multi-tasking abilities to remain focused under stress. The applicant must be willing to travel to and from certification classes and obtain specialized training for purposes within the Public Safety Division.

The applicant must have adequate typing skills and be familiar with the operation of a computer, preferably dealing with emergency services software. A working knowledge of Microsoft Office is also preferred. He/she must have experience with telephone operation and dealing with people that might be distraught or become irritable during information exchange. There are several certifications the applicant will qualify for, obtain and maintain within the first year of employment to include: NC Telecommunicator Certification Training; DCI (modules 1,2,3, and 6)- within 120 days; Emergency Medical Dispatch (EMD); CPR/AED Certification; HIPPA Certification; Incident Command System (ICS-700,100,200); NCAWARE and 911/TIY. Generally, it will take a year to become proficient with the duties and responsibilities of the job.

At times, it is necessary for the Telecommunicator to take control and solicit information from people that are presenting a hostile or panic-type demeanor. Specifically, when reporting an incident or crime. He/she must be able to listen attentively, gather information, and disseminate that information to the responding emergency entities. This must be done in a timely and concise fashion. He/she must be able to identify the type of assistance needed or make a decision for all emergency entities to respond. He/she must have a thorough knowledge of the policies and procedures used by the four major emergency entities, that being: Cherokee Indian Police Dept., Cherokee Fire & Rescue, Tribal EMS and Natural Resource Enforcement. The position requires skill using a two-way radio system with multi-functions, a telephony system interconnecting with computer aided dispatch, use of a GIS mapping screen, and the ability to multi-task with all pieces of equipment. The Telecommunicator must input data into CAD using 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 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. Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis.
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.