



Eastern Band of Cherokee Indians Job Description

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| Position ID Number: | 910816001 | Last Revised: | 07/30/2019 |
| Position Title: | Telecommunicator Shift Supervisor | Department: | Public Safety |
| Reports to: | PSSC Program Manager | Division: | Operations |

Primary Function: Receives and prioritizes emergency (E911) and non-emergency calls from the public. Processes information using a computer-aided dispatch (CAD) system and dispatches appropriate emergency service agencies such as law enforcement, fire and emergency medical units. Work requires independent judgement and initiative within established procedures. These functions and all others are completed in a timely and efficient manner with professionalism at the forefront.

Job Duties and Responsibilities:

- Interact with internal and external customers / clients in a polite and professional manner.
- Plans, directs, and supervises the work of Telecommunicator positions on assigned shift.
- Monitors the work of subordinate personnel on unusual or complex matters. Recommend disciplinary actions as necessary.
- Communicates changes in rules, guidelines and/or procedures to subordinate personnel.
- Provides on-the-job training to new employees; observes performance and gives feedback on progress.
- Monitors equipment to ensure proper operating condition. Maintain supervisory logs as necessary.
- Responds to questions and complaints of citizens.
- Completes all evaluation and progress reports for assigned shift Telecommunicators.
- Assures all incoming calls on assigned shift are properly received, completed, and dispatched to appropriate resources for response.
- Maintains and updates Telecommunicator computer programs while being an Administrator in the following programs: GeoConex, Southern Software, DCI, and other related programs.
- Will be responsible for Quality Assurance and review of calls for assigned personnel and designated shift rotation.
- Complete various tasks and duties assigned by Public Safety Communications Center Program Manager.
- Completes all duties and responsibilities of Telecommunicator (below):
- The Public Safety Communications - Telecommunicators, are responsible for 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.
- 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 Priority Dispatch (EMD, EFD, and EPD) protocol to determine what kind of response

to send units to a scene; for assistance to a patient. The pre-arrival instruction determines what kind of response is needed.

- 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.

**Education
/Experience:**

- An Associate's Degree in Emergency Medical Science, Criminal Justice or a related field required. The equivalent combination of experience and training three to four (3-4) years may be accepted in lieu of degree requirement.
- Two years directly related experience in dispatching emergency-related equipment and resources required.
- Emergency Medical Dispatch and Emergency Telecommunicator Course Certifications, Incident Command System (IS-700 and ICS-100, 200, 300, 400) and DCI (modules 1, 2, 3, and 6) preferred but not required; must be obtained within six months of employment depending on course availability.
- Emergency Telecommunicator Course – Instructor required. Quality Assurance (EMD, EFD, and EPD) Certifications preferred but not required; but must be obtained within six months of employment depending on course availability.
- 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.

Job Knowledge:

The Telecommunicator Shift Supervisor must be able to clearly communicate, hear and understand, speak and be understood, through a telephone or radio console. Must be able to think clearly and act quickly in emergency situations; 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 prepare reports, maintain Telecommunicator records, and assist the PSCC Program Manager in any specified or requested duties. 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. Must be proficient in Microsoft Office software. Other duties include maintaining files, utilizing key logs and acting as a representative of the EBCL. 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 authorize 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.