

MECA 9-1-1

Metropolitan Emergency Communications Association

Job Description – Telecommunicator 1

The Telecommunicator I performs public safety communication tasks involving the receiving of emergency and non-emergency telephone calls in the Jefferson County Emergency Communications Center. The most important and essential job function of the position is an attitude which includes the following: interacting positively and cooperating with co-workers, responding politely to customers, working as a team member, functioning under intense time pressure and responding in a positive manner to supervision.

The Telecommunicator I may perform other related duties and tasks, as required and shall have the physical, mental and emotional abilities to perform the essential job duties of the position.

Essential Functions:

- Operate computer
- Operate telephone system
- Initiate a public safety field response, provide information, make referrals or take messages
- Process the call for service or assistance in accordance with established procedures
- Complete required forms, logs, documents, computer fields, etc. accurately and quickly
- Maintain professional training

Experience, Education, Professional Certifications, or License

- High School Diploma or GED
- ACIC/NCIC certification within six (6) months of employment
- Successfully complete Basic Telecommunicator Certification within one year of employment
- Complete FEMA Incident Command System courses (ICS 100, 200, 700 and 800) within one year of employment
- Demonstrated keyboarding proficiency of 30 wpm

Environmental Conditions:

- Works under very stressful conditions
- Works rotating shifts
- Work nights, weekends, and holidays as required
- All telephone and radio conversation are recorded

Required Skills and Knowledge

Ability to:

- Speak clearly and comprehend
- Concentrate under stress
- Coordinate a number of activities at the same time under intense stress
- Respond quickly with little notice in the event of an emergency, disaster or unexpected staffing shortage
- Maintain confidentiality
- Testify in court and represent MECA with a positive, professional image

- Read and write English
- Communicate effectively orally and in writing with a wide variety of people under stressful conditions
- React quickly, calmly and with good judgment during emergency and nonemergency situations
- Operate specialized equipment

Skills:

- Analytical
- Computer
- Keyboarding
- Basic English Grammar
- Ability to speak in an unencumbered manner
- Telephone
- Interpersonal
- Organizational
- Record keeping
- Multitask

Physical Requirements:

- Sit for extended periods
- See at normal range or with accommodations
- Hear at normal level or with accommodations
- Speak English understandably
- Manual dexterity
- Ambulate independently
- Recognize colors
- Reach/Bend/Squat
- Lift/carry 20 lbs
- Mental alertness
- Look at computer monitor for extended periods
- Type on computer keyboard for extended periods



Application for Employment Jefferson County 911 - MECA

Type of Position Applying for: _____ Date: _____

PERSONAL INFORMATION

LAST NAME		FIRST NAME		MIDDLE INITIAL
CURRENT ADDRESS		CITY	STATE	ZIP COUNTY
HOME PHONE	WORK PHONE	CELL PHONE		
E-MAIL ADDRESS		SOCIAL SECURITY NUMBER (OPTIONAL - REQUIRED UPON EMPLOYMENT)		
ARE YOU UNDER THE AGE OF 18? Yes <input type="checkbox"/> No <input type="checkbox"/>		ARE YOU A U.S. CITIZEN? Yes <input type="checkbox"/> No <input type="checkbox"/>		
DATE AVAILABLE		OTHER NAMES USED		
SALARY RANGE DESIRED		PROOF OF IDENTITY, CITIZENSHIP OR LEGAL RIGHT TO WORK IN THE U.S. WILL BE REQUIRED UPON HIRING.		
HAVE YOU EVER BEEN EMPLOYED BY ANY DEPARTMENT OF JEFFERSON COUNTY GOVERNMENT? IF YES, WHEN?		Yes <input type="checkbox"/> No <input type="checkbox"/> DEPT./POSITION		
HAVE YOU EVER BEEN ARRESTED OR CONVICTED OF ANY LAW VIOLATION OTHER THAN TRAFFIC VIOLATIONS?		Yes <input type="checkbox"/> No <input type="checkbox"/> IF YES, EXPLAIN		
DATE	PLACE	CHARGE	DISPOSITION	

EDUCATION - SKILLS - ABILITIES

Type of School	Name, City & State	Years Attended From/To	Circle Highest Year Completed	Diploma, GED or Degree	List Degree and/or AREA OF CONCENTRATION
High School			10 11 12	Yes No	
College (Undergraduate)		To	2 4	Yes No	
College (Graduate)		To	1 2 3 3	Yes No	
Trade School		To	1 2 3 4	Yes No	

SKILLS AND ABILITIES PLEASE LIST ANY ADDITIONAL RELATED SKILLS FOR WHICH YOU HAVE TRAINING OR EXPERIENCE

OFFICE AND COMPUTER SKILLS:

LIST SYSTEMS, SOFTWARE AND KNOWLEDGE LEVEL

TYPING/KEYBOARDING SPEED _____ WPM _____ 10-KEY BY TOUCH _____ OTHER _____

BILINGUAL SKILLS: _____ VERBAL _____ WRITTEN _____

OTHER KNOWLEDGE , SKILLS AND ABILITIES RELEVANT TO POSITION TO WHICH YOU ARE APPLYING: _____

ADDITIONAL INFORMATION THAT COULD HELP YOU QUALIFY FOR THIS POSITION - EXAMPLES INCLUDE CLASSES (INCLUDE DATES), CERTIFICATES, CURRENT LICENSES, SPECIFIC EQUIPMENT AND OTHER SKILLS.

REFERENCES

NAME	ADDRESS, CITY, STATE	PHONE NUMBER
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I certify that all information listed on my application is complete and accurate to the best of my knowledge.

To determine my suitability for employment, I authorize Jefferson County to perform background investigations as deemed appropriate. I understand that this may include contacting any individual or organization with whom I have had contact, including past employers, and I authorize all parties to furnish any information they may have. I hereby release from liability all persons, companies, institutions or corporations supplying information requested pursuant to this application.

I understand Jefferson County 911/MECA is a drug free employer. All employees must adhere to a no-tolerance drug policy. Therefore, applicants selected for employment must successfully undergo a urinalysis screening for drug use as a condition of employment.

In addition, a psychological and auditory examination will be required before employment can begin.

My signature below indicates that I understand these stipulations.

Applicant Signature _____

Date _____