

TULSA COUNTY
Job Description

Job Title: Telecommunicator – Part time
Department: Sheriff - Communications
Reports To: Shift Leader
FLSA Status: Non-Exempt
Job Title Code: F613
Last Review: 03/23/2020
Grade: 35

GENERAL PURPOSE OF JOB: Under direct supervision during training period and under limited supervision thereafter, is responsible for simultaneously operating a multi-channel radio console and a multi-line telephone, while maintaining computer aided dispatch systems and other computer systems. Responsible for receiving, coordinating and disseminating critical information from various sources and maintaining radio contact with mobile/file units to monitor response, progress and any needed support. This position works in the Communications Center which is responsible for answering 9-1-1 calls in a 24/7 operation. Performs other duties as required.

ESSENTIAL JOB FUNCTIONS:

- Answers, evaluates and prioritizes incoming telephone calls, communicating effectively with various callers to obtain complete information to determine urgency and need for dispatching police, fire, towing and or medical response using a computer-aided dispatch (CAD) system, telephones, multi-channel radio, TDD for hearing/speech impaired, computer databases and maps.
- Simultaneously maintains close contact with field units, communicating with department employees, other law enforcement and criminal justice agencies, emergency service providers and the general public to obtain and disseminate information.
- Inputs, updates, requests, transmits and querying information from a variety of sources to maintain current accurate records or to access databases for information, wants and warrant checks, intelligence and/or driver license and vehicle registration checks by typing on a computer keyboard.
- Operates an 800 MHz radio system with speed and accuracy
- Must report to work on a regular and timely basis.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

High School diploma or GED. Ability to think and act quickly in emergency situations; ability to quickly and accurately obtain information and speak clearly over the telephone and radio; ability to work under stressful conditions; ability to work shifts, overtime, and emergency recall; ability to perform varied tasks simultaneously; ability to focus on task in noisy, distracting environment; ability to work in close contact with people in a secured environment; ability to learn geography, and ability to courteously and tactfully communicate with fellow workers, supervisors, and the public in giving and receiving information. * APCO certification preferred but required within 6 months of employment. There will be a computerized test administered which will test on a variety of exercises consisting of (but not limited to) data entry, call summarization, memory, recall listening and reading comprehension.

SUPERVISORY RESPONSIBILITIES:

This job does not have supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

High school diploma or general education degree (GED). One to three months related experience and/or training preferred; or equivalent combination of education and experience.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

MATHEMATICAL SKILLS:

Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurements, volume, and distance.

REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS:

Oklahoma Driver's License. OLETS, and APCO Certification within 6 months of employment. Must Maintain certifications.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands to fingers, handle or feel; reach with hands and arms; talk or hear, and taste or smell. The employee frequently is required to walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1-07 RULES AND REGULATIONS

A.53 SAFETY SENSITIVE EMPLOYEES

(Pursuant to Oklahoma law, Title 63 O.S. section 427.8, Oklahoma Marijuana and Patient Protection Act, enacted 08/30/2019)

“Safety-Sensitive” employment positions: The Tulsa County Sheriff has designated Deputies, Detention Officers, and Telecommunications Dispatchers as safety sensitive employment positions. Safety-sensitive means any job that includes tasks or duties that could affect the safety and health of the employee

performing the task and/or the health and safety of others. The Tulsa County Sheriff retains the authority to evaluate and classify employment positions as safety-sensitive positions based upon assigned tasks and duties.

The Tulsa County sheriff may refuse to hire an applicant applying for a safety-sensitive position who tests positive for marijuana components or metabolites. The Tulsa County Sheriff may discipline, discharge, or otherwise penalize a safety-sensitive employee who tests positive for marijuana components or metabolites