**911 Lead Telecommunicator**

**Fiscal Year 2021- 2022 Salary Range:**

**$42,449.42 - $54,151.24 annually**

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| **Step 1** | **Step 2** | **Step 3** | **Step 4** | **Step 5** | **Step 6** | **Step 7** | **Step 8** |
| **$1,632.67** | **$1,795.94** | **$1,840.84** | **$1,886.86** | **$1,934.03** | **$1,982.38** | **$2,031.94** | **$2,082.74** |
| **$20.41/hr** | **$22.45/hr** | **$23.01/hr** | **$23.59/hr** | **$24.18/hr** | **$24.78/hr** | **$25.40/hr** | **$26.03/hr** |

**POSITION SUMMARY:**

Receives incoming emergency/non-emergency 911 calls. Establishes control of emergency 911 calls and calmly and professionally interrogates caller to obtain all necessary information

to efficiently and clearly relay the information for dispatching or transfer of the call appropriately. Responsible for relaying the information to the correct agencies to receive information for each call. Also to perform administrative tasks as required and/or assigned. Has the ability to function in a leadership role in the absence of a supervisor.

**Supervisor and/or Leadership:** May provide leadership, training, and guidance to others in the absence of a supervisor on duty. The Lead position will ensure call takers perform daily duties in accordance with agency approved standards in the absence of a supervisor on duty.

The Lead position will assist in ensuring 24/7 coverage in order to support public safety operations in the absence of a supervisor on duty.

**DUTIES:**

Answers all emergency and non-emergency 911 calls promptly in an efficient manner according to established center 911 protocols.

Assists in 911 Call Taker (911CT) training, once properly established as a certified “Communications Training Officer”

Properly operates all functions of the multi-line telephone system, C.A.D. system, mapping system and all other functions relevant to work responsibilities.

Properly handles actual TDD and TDD test calls.

Performs daily checks of all operating systems at their disposal, and immediately reports any and all deficiencies noted to a center supervisor.

Calmly and professionally interrogates callers to obtain all necessary information. Processes the call verifying (at least) address and phone number; assures transfer to the appropriate responder agency, without delay. Assures that all transfers are successfully connected.

Process all 911 calls according to training protocols, while remaining non-judgmental. Assure proper/accurate caller information into CAD system.

Immediately report (in-person or electronically) all equipment problems.

Notify on-call technical support for problems that cannot be easily solved.

Keep center supervisor(s) advised of any and all operational or personnel issues.

Attends training courses offered by the department or required by law in order to maintain applicable certifications, to remain abreast of departmental operations, and to promote improved job performance.

Incorporates continuous quality improvement principles in daily activities.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Substitutes for co-workers in temporary absence of same; requests additional personnel as needed to maintain adequate manpower during shift.

Functions in a supervisory manner in the absence of a Supervisor on duty.

Assure shifts are adequately staffed in the event a call-in occurs, including calling in employees. Contact Deputy Director in the event mandating an employee for shift coverage is necessary.

In absence of a Supervisor, the Lead will take note of any problems and report/email to the shift Supervisor. In an emergent event, contact shift supervisor and/or Deputy Director.

May be required to work on various shifts, overtime, weekends, and/or holidays. Must meet regular attendance requirements.

**SKILLS REQUIRED:**

Must be able to type at least 35 WPM, with accuracy.

Must be able to pass a battery of validated tests conducive to employment in a safety sensitive environment.

Must have good visual perception, color recognition, diction.

Must be able to remain calm and react quickly while handling emergencies. Must be able to handle multiple tasks simultaneously.

Must possess good communication and interpersonal skills with co-workers, supervisors, the general public, etc.

Must possess good listening skills.

**QUALIFICATIONS:**

High school diploma or GED required.

Experience in public safety communications is required.

Must currently hold CTO certification and/or obtain CTO certification within 90 days.

Must currently hold EMD, EPD and EFD certifications and/or obtain within specified time to be determined by management.

Must be at least 18 years of age.

Must possess a valid Alabama Driver’s License.

This job classification is considered to be safety-sensitive and is subject to pre-employment and random drug screens.