E911 TELECOMMUNICATOR
SHERIFF'S DEPARTMENT

Oneida County is accepting applications for the establishment of an ongoing eligibility list for full-time E911 Telecommunicators with the Oneida County Sheriff's Office. The 2016 starting hourly wage is $16.63 plus fringe benefit package.

Qualified applicants must have a high school degree or equivalent. Successful applicants will be required to use radio equipment, computers and computer-aided technology and must have the ability to maintain confidentiality. Qualified applicants chosen for further consideration will undergo an evaluation regarding their ability to multitask and make quick decisions.

Successful applicants will be required to pass a pre-employment drug screen, medical exam, psychological assessment, background check and oral interview.

Complete job description and required Sheriff's Office application packet are available at the Personnel (LRES) Office of the Oneida County Courthouse or at www.oneidasheriff.org or www.oneida.wi.gov. Applications must be fully completed and returned to Oneida County LRES, P.O. Box 400, 1 S. Oneida Ave., Rhinelander, WI 54501.

Equal Opportunity Employer/Affirmative Action

ONEIDA COUNTY
Job Description

Job Title: E-911 Telecommunicator
Department: Sheriff
Reports To: Telecommunication Sergeant
FLSA Status: Nonexempt
Approved By: Grady Hartman, Oneida County Sheriff
Approved Date: March 19, 2015
Approved By: Lisa Charbarneau, Human Resources Director
Approved Date: March 26, 2015
Reviewed Date: _____

SUMMARY:
Under the direct supervision of a Telecommunication Sergeant, the E911 Telecommunicator shall be responsible for receiving and dispatching all nonemergency and emergency calls for service. The E-911 Telecommunicator is responsible for monitoring and maintaining facility security. The E-911 Telecommunicator performs various clerical and computer entry duties that relate to the maintenance of the E911 system and records of the department. Duties are performed in accordance with the State Statutes and department rules and policy and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Monitor and answer all telephone calls and radio transmission, for emergency and nonemergency calls for service, for the following: Oneida County Sheriff's Department; various Oneida County Law Enforcement agencies; first responder units; fire departments; Emergency Medical Services (EMS); NAWAS Weather Warning System; Plectron Warning System; and State and Federal Law Enforcement agencies. This may include dispatching from a emergency command post.

Responsible to determine/evaluate needs of callers, by utilizing procedures and practices, and then dispatch the appropriate personnel/agency. This may require the coordination with other Public Service Answering Points (PSAP) in and outside of Oneida County. This requires the responsibility to establish priorities for calls for service.

Operate a wide variety of computer hardware and software systems. Enter and maintain all information (some being confidential) received, as required and directed, into the Records Management System (RMS) and Computer Aided Dispatch (CAD) system. These files include: geography (GEO) and mapping file, runaway/missing persons file, temporary restraining order files, warrant files, business record files, and calls for service and patrol area summaries.

Perform all Crime Information Bureau (CIB) and National Crime Information Center (NCIC) transactions as required and in accordance with state and federal regulations.

Monitor and operate equipment/building control systems for Law Enforcement Center equipment such as: camera security system, fire alarms, and all facility entrance doors.

Operate and maintain communication recording system.

SUPERVISORY RESPONSIBILITIES:
Limited to training new Telecommunicator.

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.

Knowledge of Oneida County geography and surrounding counties.
Knowledge of emergency first aid.
Knowledge of Federal, State, and local laws and ordinances.
Ability to use computers and computer aided technology (software/hardware/peripheral items).
Ability to communicate effectively and function calmly under stressful/emergency situations.
Ability to attend various training schools and pass/maintain required certifications.
Ability to interview and gather facts from witnesses and victims in an appropriate and efficient manner. Some of the situations are crimes in progress/fire-medical emergencies that require the immediate relay of information to responding units.
Must possess good verbal, visual, and listening skills.
Ability to prepare accurate and complete reports.
Ability to type with minimum error and complete data entry without error.
Ability to maintain confidentiality.
Skill to deal courteously with the public.

EDUCATION and/or EXPERIENCE:
High School degree or equivalent
Post high school work experience or education in such areas as: dispatching, EMS, fire service, switchboard operations, or radio communications preferred.

LANGUAGE SKILLS:
Possess clear speaking ability.
Possess good verbal and written communication skills.

MATHEMATICAL SKILLS:
Good basic mathematical skills.

REASONING ABILITY:
Must have the ability to evaluate situations, based on training/experience and policy/procedures, and make good decisions.

CERTIFICATES, LICENSES, REGISTRATIONS:
Maintain required certifications for CIB/TIME system.
Valid Wisconsin driver's license.

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.

Able to stoop, kneel, crouch and crawl.
Able to sit for long periods of time.
Possess dexterity to manipulate keys, keyboards, operate control boards and manage multiple tasks.

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.

Must be able to work in an enclosed office area for scheduled shifts