



**CRCA911**  
**136 Justice Center Rd Ste 400**  
**Canon City, CO 81212**  
**719-792-6411**

## **Emergency Telecommunications Officer Job Description**

Under the general supervision of an Emergency Telecommunications Supervisor, this position performs critical public contact and communications work necessary for the dispatching of the Agency and related cities services to emergency and non-emergency situations, providing operational data to agency personnel.

### **Duties:**

**EXAMPLES OF ESSENTIAL FUNCTIONS** The following duty statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required:

- Answers emergency and non-emergency telephone requests for law enforcement, fire, and medical services.
- Operates computer aided dispatch equipment (CAD) by entering call information and dispatching deputies and officers to emergency and non-emergency situations.
- Provides Emergency, Medical & Fire Dispatch instructions for all medical or fire calls.
- Monitors responder's status; notifies on-call personnel; assigns cover cars or requests mutual aid to situations that may be critical and/or threatening.
- Utilizes computer/teletype systems to query and enter operational data; relays information to patrol as required.
- Searches available and appropriate resources to locate and relay operational data and information to responder personnel.
- Uses various maps and mapping resources to determine jurisdictions and to properly identify call locations.
- Records and maintains partner agency rosters.
- Answers administrative telephone calls; provides routine data and information to telephone inquiries; may transfer/direct inquiries to proper agency staff; may refer telephone calls to responsible outside state, court, agencies, departments or individuals.
- May maintain radio communication monitoring with outside law enforcement agencies.
- May assist in conducting training of new Emergency Telecommunicators.
- Operates computers and standard office equipment including commonly used computer software programs.
- Maintains regular and acceptable attendance at such level as determined by CRCA911
- Is available and willing to work such overtime per day or per week as CRCA911 determines, necessary or desirable to meet its needs.



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- Is available and willing to work such weekends and holidays as CRCA911 determines necessary or desirable to meet its needs.
- Interacts effectively with others and exercises good judgment when dealing with people in sensitive situations.
- Performs other duties as required and assigned.

### **Required knowledge, skills and abilities:**

- Ability to learn street and road systems, geographical patterns and numerical (address) system of Fremont & Custer County.
- Ability to learn and operate computer aided dispatch equipment (CAD).
- Ability to operate CCIC/NCIC.
- Ability to work under pressure.
- Ability to communicate effectively with callers experiencing a range of emotion from excited to panicked.
- Ability to remain calm under urgent circumstances.
- Ability to communicate effectively in verbal and written English.
- Ability to maintain confidentiality of records and information.
- Ability to establish and maintain effective working relationships with superiors, fellow workers, and the public.
- Ability to listen, talk, and type all at the same time.
- Ability to distinguish different auditory tones.
- Ability to track multiple pieces of information at one time and conduct follow-up as necessary.
- Ability to interact in a professional manner with all staff.
- Ability to act and react to emergency and/or life threatening situations in a manner consistent with the law, policies, and procedures.
- Ability to apply sound reasoning, critical thinking and decision making.
- Ability to operate computers and commonly used computer software programs, as well as any other standard office equipment as required by position.

### **Requirements**

**REQUIRED EXAMINATIONS:** The screening process for any position within the CRCA911 may include written test(s), an oral interview, skills test(s) and/or other selection methods designed to measure applicants' ability to perform the essential functions of the job they are seeking. The required tests include but are not limited to:



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- Typing General (3mins) 40 WPM or faster corrected
- Call Center Data Entry- (audio)
- Call Center 911 Operations

Required examinations also include, upon a conditional job offer:

- **Background Investigation.** This will include but is not limited to contact with the applicant's former employers, associates, neighbors, and other pertinent sources. Applicant's military history, school records, police records and driving record will also be investigated.

### **Minimum Qualifications:**

**EDUCATION:** High School Diploma or G.E.D. equivalent.

**EXPERIENCE:** Equivalent combination of education and experience that satisfy the requirements of the job may be sufficient.

#### **CERTIFICATIONS/LICENSE:**

- CPR First Aid
- Emergency Medical Dispatch certification
- Emergency Fire Dispatch certification **OR**
- Emergency Telecommunications course certification
- If hired must successfully complete and acquire all certifications to be considered for future employment.

#### **NECESSARY SPECIAL REQUIREMENTS:**

- Must possess CPR and First Aid certification within the initial status period.
- Must meet minimum acceptable level of 40 (forty) words per minute.
- The Call Center Data Entry [audio] test measures the speed and accuracy of the test taker in conducting data entry in conjunction with information delivered audibly.
- 911 Operators focuses almost entirely on "Necessary Case Scenarios"--those situations that demand but one acceptable response to a particular situation.

#### **PHYSICAL DEMANDS:**

The following are some of the physical demands commonly associated with this position. They are included for informational purposes and are not all inclusive.

**Occasionally:** Activity exists less than 1/3 of the time. **Frequently:** Activity exists between 1/3 and 2/3 of the time. **Constantly:** Activity exist more than 2/3 of the time.



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- Constant use of eye, hand and finger coordination enabling the use of automated office machinery and writing utensils.
- Constantly involved in oral and auditory interaction, enabling interpersonal communication, including automated devices such as the telephone and radio.
- Spends 90% of the time sitting, 5% standing, 5% walking while on the job.
- Occasionally stoops, kneels, crouches and balances while filing or operating office machinery.
- Frequently uses visual capacity including depth perception, color vision, and peripheral vision enabling completion of required office duties.
- Occasionally lifts or carries up to 20 lbs. when moving office supplies or files.

**WORK ENVIRONMENT:** Work in this class is sedentary in nature and is generally confined to a standard office environment. Members **MUST BE** available for work schedule assignment to rotating shifts, weekends, and holidays. Extremely stressful environment during peak activity periods demanding full attention and coordination of numerous tasks simultaneously. Supplemental Information **YOU MUST PROVIDE A CURRENT VALID EMAIL ADDRESS FOR APPLICATION STATUS NOTIFICATIONS** (only one email address is accepted by the system).

**EXPECTED DURATION OF THE APPLICATION PROCESS:** Due to the nature of the application and selection process for CRCA911, applicants can reasonably expect the application process to take a significant amount of time to complete before a decision is made to hire or not to hire. Typically, it takes approximately 2-3 weeks from the date of interview to complete the entire selection process. The length of time it takes to complete the process can vary depending on a variety of factors. Please note that this is an **estimated** duration of the selection process.

**WORK SCHEDULES:** Employees are **required** to work the time periods and/or shifts, rotational and/or stationary, and location assignment, consistent with the needs of CRCA911.

**APPLICANT DISQUALIFICATION FACTORS:** Applicants are advised that areas for disqualification from further consideration include, but are not limited to, the following:

- Illegal Drug Use. Applicants who have illegal drug usage will be disqualified.
- Any felony conviction.
- Driving Record.
- Outside activities which may be deemed a conflict of interest.
- Revelation or discovery of assaultive behavior.
- Documented record of prior work performance.
- Unsuccessful completion of any basic requirement.



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- Inability to perform the essential functions of the position.
- Police history - type, frequency, and nature of contacts(s).
- Providing false or misleading information during the application / selection process.

It is the policy of the CRCA911 to not discuss the reasons why applicants were not selected for hire. There is no flexibility to this policy. Applicants may be notified of their disqualification at any point in the selection process. If you receive such a notice, it simply means that you do not meet our standards currently. Receiving this notice does not indicate that you are ineligible to apply with other agencies.

**POLICY ON REAPPLICATION:** Applicants who failed required testing will be eligible to test in six months from the date they took the written test. All other applicants who are disqualified can reapply with CRCA911 no sooner than one year from the date of notification of non-selection.