

CLASSIFICATION: TELECOMMUNICATIONS SPECIALIST I

Class Code: 9325-18

Date Established: 02-01-95

Occupational Code: 9-5-2

Date of Last Revision: 06-25-15

Exempt Status: Non-Exempt

BASIC PURPOSE: To operate a complex multi-screen statewide telecommunications computerized console system to receive and process requests for emergency services and provide life support instructions until the arrival of medical personnel.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Operates computer aided dispatch (CAD), console system, and text communication technology, identifies appropriate number and type of equipment or apparatus to dispatch, and translates information to the appropriate codes.
- Determines types of emergencies and assigns levels of priority to various calls.
- Operates instant recall recorder, TTY equipment, teletype technology, and other telecommunications and technology equipment to facilitate broadcast, dispatch, transmission, input, and transfers.
- Receives, logs, and dispatches calls to appropriate personnel and secures proper information from persons in various states of excitement and/or panic to assure adequate and appropriate response.
- Asks questions to interpret, analyze, and anticipate the caller's situation; resolves problems, provides information, dispatches timely emergency services, referring callers to other agencies if needed.
- Serves as a life-line for officers in the field; provides pre-arrival life support instructions.
- Responds to a variety of technical systems alters and alarms.
- Ensures caller information is accurate and updates/changes database information to ensure up-to-date data.
- Recognizes critical situations and alerts/consults with supervisor regarding difficult or unusual situations.
- Adheres to protocols set by the national Academy of Emergency Medical Dispatchers and to protocols which are in accordance with the national standards and local quality assurance standards set by the New Hampshire Medical Control Board.

DISTINGUISHING FACTORS:

Skill: Requires skill in developing formats and procedures for special applications OR in investigating and reviewing the use of equipment and data for a specialized function.

Knowledge: Requires understanding and using business or trades vocabulary or basic arithmetic to perform standard operating procedures.

Impact: Requires responsibility for contributing to immediate, ongoing agency objectives by facilitating the direct provision of services to the public or other state agencies. Errors at this level result in inaccurate reports or invalid test results and require a significant investment of time and resources to detect.

Supervision: Requires no supervision of employees or functions.

Working Conditions: Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

Physical Demands: Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

Communication: Requires reviewing summaries and reports and making decisions to solve problems or to achieve work objectives as well as articulating and expressing those solutions and goals. This level also requires formal presentations of solutions and goals to employees and the general public to increase the responsiveness of the agency toward the demands of its client system.

Complexity: Requires coordinating a combination of diverse job functions in order to integrate professional and technical agency goals. This level also requires considerable judgment to implement a sequence of operations or actions.

Independent Action: Requires a range of choice in applying a number of technical or administrative policies under general direction and making routine decisions or in recommending modifications in work procedures for approval by supervisor.

MINIMUM QUALIFICATIONS:

Education: Graduation from high school or G.E.D. equivalent. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Five years of experience in a service-oriented position such as paramedic, firefighter, emergency medical technician, dispatcher, law enforcement, public safety, food service, teacher, outside customer service, or a related field, involving a high volume of interactive public contact, requiring the need for quick response and accuracy, as well as multitasking ability, while working in a stressful environment.

License/Certification: Must be able to obtain certification as an Emergency Medical Dispatch and certification as a TTY/TDD operator within ninety (90) days of hire.

SPECIAL REQUIREMENTS:

1. For appointment consideration, Telecommunications Specialist I applicants must successfully participate in various assessment tools administered by the New Hampshire Department of Safety, Bureau of Emergency Communications, such as a multiple choice written examination, a job compatibility assessment, a computer-based dispatch simulation, and a structured interview. These assessments are designed to measure possession of knowledge, skills and abilities identified by the agency as necessary for satisfactory job performance.
2. Prospective appointees must possess normal hearing and qualify in a controlled substance screening test, as determined by the Bureau of Emergency Communications.
3. Selected candidate will undergo a criminal background check and motor vehicle records check in order to ensure suitability for exposure to confidential information. Thereafter, both checks will be conducted annually.

RECOMMENDED WORK TRAITS: Knowledge of the practices and procedures of telecommunication call handling. Knowledge of area agencies and supportive services that handle emergency or crisis situations. Knowledge of the functions of fire, police, and emergency medical services, and the principles of enhanced 9-1-1 systems. Knowledge of rules, regulations, and procedures, including safety procedures, such as CPR and first aid. Knowledge of telecommunications systems, which may include transmission, broadcasting, and switching systems, and computerized databases, including teletype operations and procedures. Knowledge of basic dispatch codes, as well as standard abbreviations and industry terminology commonly used by emergency medical services and law enforcement agencies. Skill in the operation of computerized telecommunications equipment. Skill in coding information for computer input or storage of information. Ability to follow technical manuals and guidelines to operate computerized telecommunications equipment. Ability to recognize unusual conditions and react quickly

and calmly in emergency situations. Ability to communicate clearly and concisely while remaining calm in life-threatening situations. Ability to maintain accurate database information. Ability to recall names, street addresses, medical protocols, and TTY/TDD syntax, etiquette and protocols. Ability to read and understand procedural manuals, computer screens and written and typed messages. Ability to hear and understand messages under conditions of background noise and distraction. Ability to perform mentally fatiguing and stressful tasks. Ability to establish and maintain effective working relationships with associates, supervisors, police, fire, medical emergency, poison control, suicide prevention, and the general public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.