

CLASSIFICATION: TELECOMMUNICATIONS SPECIALIST II

Class Code: 9328-20

Date Established: 10-16-08

Occupational Code: 9-5-2

Date of Last Revision: 06-25-15

Exempt Status: Non-Exempt

BASIC PURPOSE: To supervise and train new employees in the use of computerized telecommunications equipment, medical dispatching operations, and verbal call processing, and to function as an Assistant Supervisor in the absence of a Supervisor, assuming the responsibilities of a Supervisor as needed; 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 medical personnel.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Trains and supports Telecommunication Specialist Is in the use and operation of computerized telecommunications equipment, including instant recall recorder, TTY equipment, teletype technology, and other telecommunications equipment to facilitate emergency broadcast, transmission, input and transfers.
- Monitors employee performance and provides mentoring/retraining to Telecommunications staff members who have fallen below required protocols.
- Analyzes staffing levels and recommends adjustments or changes in staffing to management based on call rates and needs.
- Ensures adherence to protocols set by the national Academy of Emergency Medical Dispatchers.
- Assists with trouble-shooting critical or unusual situations and alerts management to issues, and takes control of difficult situations or critical calls when needed.
- Determine types of emergencies, assigns levels of priority for various calls, and enters data into a computer-aided dispatch system (CAD) for radio dispatch purposes.
- Receives, logs, and dispatches calls to appropriate personnel and secures proper information from persons in various states of excitement or panic; ensures adequate and appropriate response.
- Asks questions to interpret, analyze, and anticipate the caller's situation; resolves problems, provides information, dispatches emergency services, or refers callers to other agencies.
- Serves as a life-line for officers in the field; provides pre-arrival life support instructions.
- Monitors calls to ensure accuracy and initiates reports of incorrect information to ensure that databases are up-to-date.

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 knowledge of business practices and procedures or technical training in a craft or trade, including working from detailed instructions, to apply knowledge in a variety of practical situations.

Impact: Requires responsibility for achieving direct service objectives by assessing agency service needs and making preliminary recommendations for the development of alternative short-term program policies or procedures. Errors at this level result in incomplete assessments or misleading recommendations causing a disruption of agency program or policies.

Supervision: Requires direct supervision of other employees doing related or similar work, including scheduling work, recommending leave, reviewing work for accuracy, performance appraisal, or interviewing applicants for position vacancies.

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: Associate's degree from a recognized college or technical institute. 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, 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; one year of which shall have been as a Telecommunications Specialist I. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Must possess certification as an Emergency Medical Dispatcher and certification as a TTY/TDD operator. Must possess certification as a Certified Training Officer.

SPECIAL REQUIREMENTS:

1. For appointment consideration, Telecommunications Specialist II applicants must successfully participate in a structured interview measuring possession of knowledge, skills and abilities identified as necessary for satisfactory job performance by this class specification. The structured interview is developed and administered, according to Division of Personnel guidelines, by representatives of the New Hampshire Department of Safety, Bureau of Emergency Communications.
2. Telecommunications Specialist II applicants must also successfully participate in other 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, and a computer-based dispatch simulation. These assessments are designed to measure possession of knowledge, skills and abilities identified by the agency as necessary for satisfactory job performance.
3. Prospective appointees must possess normal hearing and qualify in a controlled substance screening test, as determined by the Bureau of Emergency Communications.
4. Selected candidate will undergo a criminal background check and motor vehicle record check in order to ensure suitability for exposure to confidential information. Thereafter, both checks will be conducted annually.

RECOMMENDED WORK TRAITS: Knowledge of the principles and practices of supervision. 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. Knowledge of the procedures and practices of information input and retrieval in a computerized communications system. Skill in the operation of computerized telecommunications equipment. Skill in coding information for computer input or storage of information. Ability to supervise and manage staff in stressful situations. 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 train, mentor, and evaluate the work of subordinate staff. 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 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.