

**COUNTY OF MARLBORO
JOB POSITION DESCRIPTION**

JOB TITLE: E911 Telecommunications Officer
E911
DEPARTMENT: _____

REPORTS TO: Director of E-911 **FLSA STATUS:** Non-Exempt

DATE APPROVED: 09/09/2020 **APPROVED BY:** JRM

I. PURPOSE / SUMMARY:

To dispatch emergency and non-emergency calls and provide communication between the community and the emergency response services.

II. ESSENTIAL FUNCTIONS:

- Ensure compliance with Marlboro County and Marlboro E911 policies and procedures.
- Remain familiar with all policies and procedures for E911 and Marlboro County.
- Submit written reports on all major incidents to the E911 director.
- Monitor all radio transmission and NCIC messages and ensure all pertinent NCIC messages are copied and disseminated to all proper agencies and E911 Director.
- Maintains all log books with current information.
- Maintain security of all data coming through dispatch and insure only authorized personnel have access.
- Maintain professional but courteous relationship with all agencies and the public.
- Pass on all pertinent information to oncoming Telecommunication Officers.
- Render assistance to co-workers as needed to insure all emergencies are properly handled.
- Other duties as assigned.

III. SKILLS/EDUCATION/OTHER REQUIREMENTS:

- High School degree or GED.
- Must be able to read and comprehend road maps.
- Must possess typing skills and be familiar with all windows based computer programs and software.
- Valid Driver's License.
- Must be able to multi-task within a stressful environment.

IV. CERTIFICATIONS REQUIRED:

- Must complete and pass forty hour NCIC certification course and 1 week Telecommunications Officer certification course at the SC Criminal Justice Academy within first year of employment.

V. SUPERVISION:

- None

DISCLAIMER

This job description indicates the general nature and level of work expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required and the responsibilities of the position may change.